



Benefit details

- Rides are available to and from medically related appointments and pharmacy trips.
- Each one-way ride must not exceed 50 miles.
- Benefit cannot be used for emergency services.



Scheduling

- Scheduling allowed up to 30 days in advance.
- Requires 2 business days advanced notice.
- Benefit allows for one companion 18 years of age or older.
- Calls for urgent/same day appointments and facility discharges are handled 24/7-365 days.

Covered services

- ✓ Pharmacy trips
- ✓ PCP
- ✓ Specialty
- ✓ Mental Health
- ✓ Dialysis
- ✓ Chemotherapy
- ✓ Therapies
- ✓ Rehab
- ✓ Radiology
- ✓ Optic care
- ✓ Chiropractors
- ✓ Hearing Aids/Exams
- ...and more.

1

Who is eligible?

- All members are eligible for the benefit.
- No medical requirements.

2

What does the benefit include?

- Routine transportation services to medically related appointments and pharmacy trips up to 50 miles each way.

3

Who is administering the program?

- The routine transportation benefit is through our national transportation provider Logisticare.

Routine transportation

Member journey



Members call the transportation number directly or can be warm transferred through UHC call center team.



Agents verify member eligibility over the phone and assist in scheduling their ride.



Trip confirmation is made and the member is picked up for their trip.