

# Need a ride to the doctor? Your plan covers that.

You can now get a ride to and from your doctor visits at no cost.

As a Kaiser Permanente Medicare health plan member, you can get a ride to and from your appointments at no cost. Your plan covers up to 6 one-way trips per calendar year.

## To use this service, you must:

- Be a Kaiser Permanente Medicare health plan member
- Be going to or from a medical service covered under your plan

## You can get rides for:

- Doctor or dentist appointments
- Medical services such as lab or X-ray
- Picking up medications or medical equipment

## Types of transportation:

The following types of transportation are available:

- Rideshare, taxi, or private transportation service. This includes accommodating walkers and wheelchairs that are collapsible and can fit in the trunk.
- Wheelchair van or gurney van service is restricted to those who aren't able to sit in a private vehicle for the duration of the ride.

## To schedule a ride:

- Call **1-877-828-4512** (TTY **711**), 24 hours a day, 7 days a week.
- Make sure you allow at least 2 business days before your ride.
- You should receive a call from the transportation provider the day before your ride. If you don't hear from the provider by 5 p.m., please call Access2Care at **1-877-828-4512**.

## When you call, have the following information ready:

- Your Kaiser Permanente ID card
- The date and time of your appointment
- Your departure and destination addresses
- If you'll need a return trip
- If anyone is traveling with you (such as a family member or caregiver)

**If you have a medical emergency, call 911.**