

Transportation



Select UnitedHealthcare Medicare Advantage plans offer **no-cost transportation** to and from non-emergency appointments for members, **improving access to care** and helping members take advantage of their plan.

No-cost transportation to medical appointments, pharmacies, dental, hearing and vision appointments

Why UnitedHealthcare?

- Nearly 99% fulfillment rate and on-time rate*.
- 4.8/5 post-ride satisfaction* amongst members.
- Select plans allow members to be transported to additional locations like the grocery store and gym.



How does it work?

- The routine transportation benefit serves members on select Non-SNP, D-SNP, C-SNP and I-SNP plans.
- Members with the routine transportation benefit receive between 12 and an unlimited number of trips depending on their plan benefit. A trip is considered one way (with a limit of 50 or 75 miles); a round trip is considered two trips.
- Locations include provider offices, medical facilities, pharmacies, hearing and vision appointments and additional locations based on plan.
- There are two national vendors that facilitate transportation: SafeRide Health and MTM. Most members with a routine transportation benefit will be serviced through SafeRide. Both vendors contract with local transportation companies, Lyft and Uber, to provide rides to members based on the plans in the market.
- Members can go online or call to schedule their ride.
 - Members may book rides for SafeRide via their UHC member site or app. For MTM, I believe this capability is only available on the UHC App. Members are also able to view their benefit information and complete other transportation related tasks in the MyUHC app.

How can you support your members?

- Help members know what to expect for 2027 and how to get the most out of their plan.

