

## SafeRide | Priority Medicare benefit brief

**Short description** Non-emergency transportation

**Vendor** SafeRide®

**Summary** Through SafeRide®, eligible members can access 30 one-way trips per year to assist with their transportation needs. Each one-way trip is limited to 100 miles. Members may also utilize their own method of transportation and be reimbursed for their ride. Trips do not need authorization, but they must meet the stipulated guidelines listed below:

- The trip must be to or from “a related health location” (e.g., doctor’s appointment, pharmacy, etc.).
- Rides must be scheduled at least 48 hours before desired pick-up time.
- Members can call less than 48 hours before to see if there is availability, but it is not guaranteed.
- Rides must be canceled at least three hours before the pick-up time or the trip will be counted against the member’s total number of rides.
- Reimbursement requests must be submitted to Priority Health.

**Where services may be performed** Trips must be to/from health-related facilities, such as a doctor’s office or pharmacy.

**Authorization required?** No.

**Accessing and using the benefit** Members can self-schedule their rides or work through assisted scheduling.

### **Member self-scheduling**

The first time a member wants to self-schedule, they must first call SafeRide to get their account established and learn how to use the tool. Once they have done so, they can then self-schedule through SafeRide’s app or website.

### **Assisted scheduling**

Members can call SafeRide’s dedicated Priority Health number to request a ride: **855.932.5418** (TTY 711) from 6am–6pm Monday through Saturday. They

can also call Priority Health's Medicare customer service line at 888.389.6648 and select option 1, and from there the member will be transferred to SafeRide.

### **Mileage reimbursement**

Eligible members who utilize their own method of transportation can be reimbursed for their ride. Submitting mileage reimbursement requests can be done in two ways:

1. Mailing a paper form, found at **[priorityhealth.com/member/forms](https://priorityhealth.com/member/forms)** within 90 days after their ride
2. Submitting a digital form through their member account by logging in at **[member.priorityhealth.com](https://member.priorityhealth.com)**

#### **Coverage criteria**

PriorityMedicare Vintage and D-SNP are the only plans that have this benefit.

#### **FAQ**

**[saferidehealth.com/faqs](https://saferidehealth.com/faqs)**