

An update about your transportation benefit.

Dear member,

As part of your Priority Health Choice® Medicaid plan, you have access to free transportation assistance. We can help arrange a ride to take you to your provider's office, pharmacy and appointments for other services like physical therapy. We're here to help you get the care you need and to share information about changes to our transportation service.

What's changing?

Your previous transportation benefits were through Priority Health. Starting September 8, 2024, these services will be through SafeRide. SafeRide uses ride-share options like Uber or LYFT. They also use non-emergency medical transportation (NEMT) providers for special assistance like wheelchair services. This change will not affect your ride service benefits, scheduling or any existing rides.

How do I schedule a ride?

To schedule a ride on or after September 8, 2024, call SafeRide at 833.944.0535. They are available 24 hours a day, 7 days a week. Calls for a ride must be made at least three business days before your scheduled appointment.

Do you reimburse for mileage if I have my own transportation?

Yes, log into your member account to submit a mileage reimbursement form.

What if I have questions?

Visit www.priorityhealth.com/needaride for more information about your transportation assistance benefit. For help with scheduling or managing a ride, call SafeRide at 833.944.0535. For questions about your health plan, call our Customer Service at 888.975.8102 (TTY: 711). We're available Monday through Thursday, 7:30 a.m. – 7 p.m., Friday 9 a.m. – 5 p.m. and Saturday 8:30 a.m. – noon.