

Need care? We'll get you there.



Kaiser Permanente members are eligible for nonemergency transportation to providers in the Denver metropolitan, northern Colorado, and southern Colorado areas each year at no cost.

This benefit provides a set number of one-way trips annually. Trips are within your respective area and limited to 55 miles, one way. Refer to your plan Summary of Benefits and the chart regarding the number of trips you're eligible for.

Number of eligible one-way trips per year

| | |
|------------------------------------|----------|
| Medicare Advantage Gold Plan | 30 rides |
| Dual Special Needs Plan | 24 rides |
| All other Medicare Advantage plans | 12 rides |
| Optional supplemental | 20 rides |

To schedule your ride:

1. Once your appointment has been confirmed, call **1-855-932-5413**, Monday through Saturday, 6 a.m. to 6 p.m. Closed Sundays and holidays.
2. You may schedule your visits online with SafeRide. Log in at kpco.member.saferidehealth.com.
3. Transportation must be scheduled at least 2 hours before your pick-up time within the Kaiser Permanente service area.
4. Please have the following information with you when you call:
 - Your name, current address, and phone number
 - Your ID number (found on your ID card)
 - The doctor's or facility's name, address, and phone number for your appointment
 - The type of appointment (doctor, dentist, therapy, etc.)
 - Any special requests
5. If a ride must be canceled or rescheduled, call **1-855-932-5413** at least 3 hours before the pick-up time. If a ride is canceled with less than 3 hours' notice, it will be deducted from your annual ride balance.

Rides may be provided by taxis, ride-sharing services, vans, and medical transport, as determined by our transportation provider.

For more information on Kaiser Permanente benefits, call Medicare Health Plan Customer Service at **1-800-476-2167 (TTY 711)**, Monday through Friday, 8 a.m. to 8 p.m. 7 days a week.

Kaiser Permanente is an HMO and HMO-POS plan with a Medicare contract. Enrollment in Kaiser Permanente depends on contract renewal.

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