

Need care? We'll get you there.



Kaiser Permanente Medicare health plan 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 must be within your respective area. Rides are one-way and mileage limitations may apply. Refer to your plan Summary of Benefits to find out the number of trips you're eligible for.

To schedule your ride:

1. Once your appointment has been confirmed, call **1-855-932-5413**, Monday through Sunday, 5 a.m. to 7 p.m.
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.
6. You may call **1-855-932-5413**, Monday through Sunday, 7:00 p.m. to 5:00 a.m., to check your ride status, confirm rides for the following day, schedule ride-share trips, and confirm ready for pick-up for prescheduled nonemergency medical transportation (NEMT) rides.

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, HMO-POS, and PPO plan with Medicare contracts. Enrollment in Kaiser Permanente depends on contract renewal. Please refer to your *Evidence of Coverage* for details regarding the nonemergency transportation benefit. The nonemergency transportation benefit may change each year on January 1.

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