

Get a ride to your doctor's office – at no cost to you



Take advantage of your Kaiser Permanente Medicare Advantage (HMO) health plan's transportation benefit.

This benefit gives you and a companion non-emergency rides within our Medicare Advantage service area to and from your doctor and dentist appointments and to in-network pharmacies. If you have mobility challenges, you'll be assigned a vehicle based on your needs. Available options include van, sedan, wheelchair accessible, and Lyft and Uber vehicles.

Rides are available 24 hours a day, 7 days a week. Depending on your Kaiser Permanente Medicare health plan, you can schedule at least 6 round-trip rides per year.* To find out how many round trips your plan offers, see your Evidence of Coverage (EOC) or call Kaiser Permanente Member Services at **1-888-901-4600** (TTY **711**), 7 days a week, 8 a.m. to 8 p.m.

How to schedule a ride



Call **1-877-828-4512** (TTY **711**),
24 hours a day, 7 days a week.

Or **scan the QR code**
to get the Access2Care
scheduling app. You
can also download it
from your smartphone's
app store.

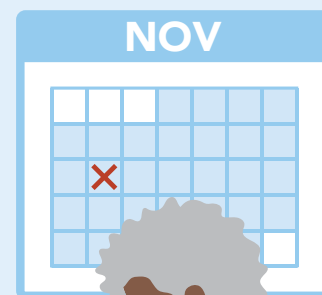


Make sure to allow at least 2 business
days before your ride.

See back for more information →

When scheduling a ride, please have the following information handy:

- ☒ Kaiser Permanente member ID number
- ☒ First and last name
- ☒ Pickup address including ZIP code
- ☒ A mobile phone number or an alternate number that the transportation provider can call at the time of your pickup
- ☒ Name, address, and ZIP code of the health care provider you want a ride to
- ☒ Date and time of health care appointment
- ☒ Special needs or requests (door-to-door service for sedated procedures, oversized wheelchair, no access to a mobile phone, etc.)



Please note:

- When scheduling a ride for a sedated procedure, please request “door-to-door service” unless accompanied by another adult (friend, family, or paid companion) for the ride home.
- Make note of the trip number you’re given when scheduling a ride.
- You should receive a call from the transportation provider the day before your ride. If you don’t hear from the provider by 5 p.m., please call Access2Care at **1-877-828-4512** (TTY **711**) to confirm a transportation provider was assigned for your ride. (Access2Care is available 24 hours a day, 7 days a week.)
- Generally, you’ll need to be ready for your ride an hour before your scheduled health care appointment.

kp.org/wa/senior-health

*Number of rides vary by plan. Annual ride limits apply. Emergency transportation not included.
Kaiser Permanente is an HMO plan with a Medicare contract. Enrollment in Kaiser Permanente depends on contract renewal.