



Your Transportation Benefit:

Door-to-door service.

You may need rides to get to doctors' appointments, the pharmacy or to the fitness center. Highmark Wholecare makes it easy for you to get around.

Door-to-door service is an option for members who live in an area where Uber (a rideshare service) is not available. Door-to-door is also an option for members who do not have a cell phone or those who need more assistance than would be provided by a rideshare service.

How it works

- At your scheduled pickup time, you must be waiting at the door of your home or the main door or lobby of a building.
- The driver will find you and accompany you to and from the car.
- If a driver can't find you, they are not required to go into your home or further than the front desk of a lobby.
- If you would like to know the color and make of the car to look for, or if your driver has not arrived 15 minutes after the scheduled pickup time, call the Transportation Benefit Services line at **1-877-797-0339 (TTY 711)**.

Helpful tips

- When making your reservation, be ready to share a phone number for each pickup location so your driver can reach you, if needed. This could be the phone number of a friend, family member or the front desk of your doctor's office.
- Plan to add an extra hour to your pickup time, so you don't miss your ride home.
- If you have a medical appointment, let your provider know that you have a scheduled return trip.
- If you miss your return trip, call **1-877-797-0339** to schedule another return trip. Another driver will be called to get you. It may take a few hours for them to arrive.

Schedule your ride

Trips need to be scheduled **72 hours in advance**. Call **1-877-797-0339 (TTY 711)** Monday through Friday, 8 a.m. to 5 p.m., and Saturday, 9 a.m. to 1 p.m., to schedule your ride.



Because Life.™

Mileage reimbursement

If you got a ride through a family member or friend, you may be able to get money back. Call the Transportation Benefit Services line at **1-877-797-0339 (TTY 711)** and ask for a mileage reimbursement form. Be sure to complete and mail the form within 30 days of your appointment date.



Highmark Wholecare offers HMO plans with a Medicare contract. Enrollment in these plans depends on contract renewal. Highmark Wholecare complies with applicable Federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability, or sex. Highmark Wholecare does not exclude people or treat them differently because of race, color, national origin, age, disability, or sex. ATENCIÓN: Si usted habla español, tenemos servicios de asistencia lingüística disponibles para usted sin costo alguno. Llame al 1-800-685-5209 (TTY 711). 小小贴士：如果您说普通话，欢迎使用免费语言协助服务。请拨 1-800-685-5209 (TTY 711).

Health benefits or health benefit administration may be provided by or through Highmark Wholecare, coverage by Gateway Health Plan, an independent licensee of the Blue Cross Blue Shield Association ("Highmark Wholecare").