



## Health Ride Transportation Benefit Information for Counties

Health Ride is a unit within UCare’s Customer Services Department. Health Ride arranges bus passes, common carrier and Special Transportation Services (STS). This tip sheet describes who is eligible, the types of transportation services available, and how to arrange for a ride.

### Who’s eligible for Non-Emergency Medical Services Transportation

Common Carrier and STS services are available to UCare members who live in the UCare service areas and have no other means of transportation to get to a UCare-covered treatment, appointment, or education class.

For MinnesotaCare children, STS, and Common Carrier services are covered through UCare.

The table below describes the coverage by UCare product and type of transportation:

Plan	Emergency and life support ambulance	Specialized Transportation Services (STS)	Health Ride, common carrier (taxi, volunteer)
PMAP	Covered	Covered	Covered
MinnesotaCare (Child)	Covered	Covered	Covered
MinnesotaCare (Adult)	Covered	Not Covered	Not Covered*
MSC+	Covered	Covered	Covered
UCare’s MSHO, UCare Connect, UCare Connect + Medicare	Covered	Covered	Covered

\* Covered for colonoscopy, mammogram

### Types of Transportation Services

Health Ride provides rides in the following ways:

- **Bus passes** are available to members who live in the seven-county Minneapolis/St. Paul metro area, and several non-metro cities. **Health Ride must be contacted 7-10 days prior to the scheduled appointment.** Members are encouraged to call Customer Services to determine eligibility.
- **Common carrier transportation**, including taxi cabs and volunteer driver programs.
- **Specialized transportation services (STS)**, including wheelchair vans and stretcher vehicles.

- **Ambulance Services:** Emergency and/or non-emergency transportation identified as basic life support or advanced life support. Individuals using ambulances should have a diagnosis or condition that warrants medically necessary life support services before and during transport.
- **Extended Transportation Services – Under the Waiver service –** are offered to members who are on certain waivers. This transportation enables the member to gain access to other community services, education classes, activities, and resources as specified in their care plan.

### **Transportation criteria:**

The maximum distance for a ride is 30 miles one way from the member’s primary residence to a primary care provider, and 60 miles one way from the member’s primary residence to a specialty care provider. However, rural areas are taken into consideration when reviewing distance trends, due to the lack of providers in isolated rural areas.

UCare is not required to provide transportation to appointments exceeding these mileage limitations.

If a member needs an exception, UCare’s Health Ride department reviews and considers the exception on a case-by-case basis with the member and their medical provider.

### **How to arrange for rides**

**Call Health Ride: 612-676-6830 or 1-800-864-2157 toll free, or Call Customer Services: 612-676-3200 or 1-800-203-7225 toll free**

Eligible members may arrange for a ride 6 a.m. to 10 p.m., seven days a week. Appropriate county staff may also call to arrange transportation on behalf of the member and should be ready to provide the member name and date of birth (UCare member ID is helpful to have).

Future rides may be scheduled into the next month.

Rides must be scheduled at least **two days prior to the appointment.**

**More information available at <https://www.ucare.org/providers/Resources-Training/Provider-Manual/Pages/ProviderManual.aspx>**

**Please call the County Manager at 612-676-3317 for comments or questions regarding our transportation services.**

It may be easier for Somali, Hmong, and Spanish speaking members to call Customer Services and choose prompts to speak directly with someone in their own language.

Both phone lines have bilingual staff and also use Language Line services to help Limited English Proficiency members.