

Need a ride to the doctor? Your plan covers that.

You can now get a ride to and from your doctor visits at no cost

As a Kaiser Permanente Medicare health plan member, you can get a ride to and from your appointments at no cost. Your plan covers up to 20 one-way trips (55 miles per trip) per calendar year.

To use this service, you must:

- Be a Kaiser Permanente Medicare health plan member
- Be going to or from a service covered under your plan

You can get rides for:

- Doctor or dentist appointments
- Medical services such as lab or X-ray
- Picking up medications or medical equipment

Types of transportation:

The following types of transportation are available:

- Rideshare, taxi, or private transportation service. This includes accommodating walkers and wheelchairs that are collapsible and can fit in the trunk.
- Wheelchair van or gurney van service is restricted to those who aren't able to sit in a private vehicle for the duration of the ride.

To schedule a ride:

- Call **1-855-932-5413** (TTY **711**), Monday through Saturday, 5 a.m. to 7 p.m.
- Rides must be scheduled at least 2 hours before your pickup time.
- If you need to cancel or reschedule your ride, please do so at least 3 hours before your scheduled pickup time.

When you call, have the following information ready:

- Your Kaiser Permanente ID card
- The date and time of your appointment
- Your departure and destination addresses
- If you'll need a return trip
- If anyone is traveling with you (such as a family member or caregiver)

If you have a medical emergency, call 911.