



YOU'VE GOT A TICKET TO A **HEALTHY RIDE!**

Need a ride to your doctor?

Kaizen Health ride service could be your ticket!

If you don't have a car or nearby bus stop, it can be hard to get to the doctor. That's why Blue Cross & Blue Shield of Rhode Island (BCBSRI) now offers transportation benefits provided by Kaizen Health. Our Medicare Advantage members can get rides to and from doctor visits and select locations in the community, at no extra charge.

How does it work?

Included with your BCBSRI plan, you get 24 one-way trips to or from your primary care provider and specialists for \$0. We've also expanded coverage to include places in your community that support your health and wellbeing, like senior centers, libraries, and Your Blue StoresSM.

Each trip has a 20-mile limit (but, hey, it's Rhode Island). Any trip over 20 miles will count as additional trips and will be subtracted from your 24-trip total.

Rides are available within our service area for most of our Medicare Advantage plans.

QUESTIONS?
Please see back page

GET STARTED

Have your BCBSRI Member ID card and cell phone number handy. (You can even use your landline.)



Call

Contact the ride service at
1-833-972-2774.

A representative will walk you through how the service works and can help set up your next ride.



Click

bcbstri.kaizenhealth.org

Follow the steps on the sign-up link—answer a few simple questions to set up an account, agree to the terms and conditions, and begin booking rides to your doctor and select community locations!

Q. What kind of transportation is provided?

BCBSRI has teamed up with Kaizen Health to provide transportation services that help eligible members get to and from their doctor's appointments, as well as places in the community that support health and well-being, like senior centers, libraries, and Your Blue StoresSM.

- Standard "curb-to-curb" rides are available for members who do not need specialized transportation or help getting to and from the car. Rides can be scheduled on demand or up to six (6) months in advance.
- Members who need specialized transportation in wheelchair accessible vehicles (WAV), or when door-to-door help is needed, must request transportation at least 72 hours in advance. Advance notice for WAV may vary based on available WAV provider(s) in your area.

Q. I scheduled my ride. What happens now?

You'll be able to see the progress that the driver is making on their way to your location at bcbstri.kaizenhealth.org. For WAV rides, the driver will call the member upon arrival. These can't be tracked via GPS.

For rides scheduled in advance, you'll receive three confirmation call/message attempts 24 hours before your ride. If you do not confirm your ride, it will be automatically cancelled to avoid cancellation fees.

You will receive a reminder one hour before pickup, as well as information about the driver and car just before arrival.

And, about 10 minutes after you arrive at your destination, you will receive a text from 872-240-5665. You'll respond to this message once you are ready to be picked up. (Keep reading to learn what to do.)

Q. Can I bring someone with me?

Yes, one person is allowed to ride with you.

Q. How many rides do I get per year?

You may receive 24 one-way trips per year, and each trip has a 20 mile limit. Any trip over 20 miles will count as additional trips and will be subtracted from your 24 trip total.

Q. Will a driver wait for me during my appointment to bring me home?

Members are not able to book a continuous ride with the same driver. Each one-way trip is dispatched separately. Curbside service may not be available on demand at all destinations at all times. Pre-booking is recommended. So, when you reserve your rides, by selecting the Roundtrip ride type, you will schedule one ride to the doctor's office and one ride home from the doctor's office. Once your appointment is over, members with a Standard curb-to-curb ride home can have their ride dispatched several ways:

1. Text **READY** by replying to **872-240-5665**.
2. Log into bcbstri.kaizenhealth.org.
3. Call Kaizen at **1-833-972-2774** to have an agent dispatch the ride.

To dispatch your next leg for a WAV ride, members must call Kaizen at **1-833-972-2774**.

Q. Really, I don't need to pay anything? Do I need to tip the driver?

No. You do not need to tip the driver. Rides booked with a Kaizen Health driver are provided at \$0 within the applicable ride and mileage caps.

Q. Where can I learn more?

Your Evidence of Coverage (EOC) includes full details on the transportation benefit. EOCs are posted online at bcbstri.com/medicare. Or, you can call Kaizen Health at **1-833-972-2774**.

500 Exchange Street • Providence, RI 02903-2699 • bcbstri.com/medicare



Blue Cross & Blue Shield of Rhode Island is an independent licensee of the Blue Cross and Blue Shield Association. Rides available within our service area for HMO & HMO-POS plans only. PPO products also include an out-of-network transportation benefit. Reference your Evidence of Coverage (EOC) for more information. Any trip over 20 miles will count as additional trips and will be subtracted from your 24 trip total. Rides are provided to your PCP, specialist, and select locations such as libraries, senior centers, and Your Blue StoresSM only.

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