



Your Transportation Benefit:

Using a rideshare 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.

How it works

- Your ride will be scheduled with Uber, a rideshare service.
- When making your reservation, be ready to give your cell phone number.
- You will get text messages that include the color and make of the car, a phone number for the driver, as well as an estimated time your driver will arrive. If you have a smart phone, you will receive a link so you will be able to see where your driver is on a map.
- If your driver has not arrived and 15 minutes have passed since your scheduled pickup time, call **1-877-797-0339 (TTY 711)**.

Helpful tips

- It is important to be waiting outside at the curb before your pickup time. Uber drivers are only required to wait for five minutes.
- Your driver can arrive within 500 feet of your pickup address.
- If your pickup spot is from a large building or has multiple entrances, you should call the driver to make sure you can find each other.
- If you have a doctor's appointment, let your provider know that you have a scheduled return trip.

Schedule your ride

If you need a same-day ride, 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.

Using Will Call

- If you're not sure when you will want a ride home, **Will Call** is an option for you. You should mention this when you first schedule your trip.
- When you are ready to go home, call **1-877-797-0339 (TTY 711)**.



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”).