

UCare Health Ride

No-cost transportation to and from your covered medical, dental and pharmacy visits.



How do I set up transportation with UCare Health Ride?

Call Health Ride to request a bus pass or schedule a ride.



1-800-864-2157

TTY 1-800-688-2534

Have your information ready

- UCare member ID card
- Name, address on file and date of birth
- Current phone number
- Doctor, clinic, dentist, pharmacy or other care provider full name and address

Are you eligible?

Members on the following UCare plans, with no access to a working vehicle, are eligible for Health Ride:

- Minnesota Senior Care Plus (MSC+)
- UCare's Minnesota Senior Health Options (MSHO) (HMO D-SNP)
- UCare Connect (SNBC)
- UCare Connect + Medicare (HMO D-SNP)

Transportation options



Public bus and light rail

For members who live near a participating bus line or light rail line. Call to request passes 14 business days in advance. Monthly pass for qualifying members.



Taxi or volunteer driver

For members who do not live near a bus line. Call Health Ride two days before your appointment to schedule.



Special transportation services

For members who cannot safely use a bus, cab or volunteer driver due to a mental health condition or physical impairment. Call Health Ride two days before your appointment to schedule.

Instructions for taxi, volunteer driver and special transportation rides

Pick-ups

- Pick-up locations can be at your home or a shelter
- Pick-up time is up to 60 minutes before your appointment
- Wait at your pick-up location
- The driver will wait 10 minutes at your pick-up location
- The driver will give you a return slip with the phone number to call for your return ride

Return rides

- Call the number on your return slip to activate your return ride
- Identify yourself as a UCare member
- Wait at your pick-up location
- The driver will wait up to 10 minutes at your pick-up location
- Return rides may take longer to arrive, depending on traffic, weather or unexpected delays

Where can I go?

You can go to these types of visits:

- Medical
- Dental
- Mental health
- Substance use disorder
- Pharmacy
- Durable medical equipment

Additional locations may be available for eligible members. Contact your Care Coordinator for more information.

In case of an emergency that needs immediate attention, call 911.

Reasons a ride may be denied

- Requested ride location is for a non-covered service
- Your appointment could not be verified
- Personal information could not be verified
- No active qualifying UCare coverage
- You have access to a working vehicle
- Lack of available providers
- Provider location is out of network
- Short notice

Health Ride distance limitations

- Primary care appointment: a maximum of 30 miles from your pick-up location
- Specialty care appointment: a maximum of 60 miles from your pick-up location
- Dental appointment: no limit on distance

If you have special needs or live in a rural area without a primary care clinic within 30 miles or a specialty care clinic within 60 miles, call Health Ride or your Care Coordinator to discuss. Exceptions may be available.

Visit ucare.org/healthride for more information.

My UCare Care Coordinator

Name:

Phone:

Email:



No English?

1-800-203-7225
1-800-688-2534 (TTY)

Discrimination is against the law. UCare does not discriminate because of race, color, national origin, creed, religion, sexual orientation, public assistance status, marital status, age, disability or sex.