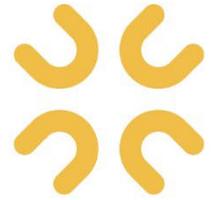


Provider Bulletin



News and Information

May 2, 2022

Transportation Services For Medical Appointments

UCare offers transportation to and from medical appointments for eligible members in our MinnesotaCare, Prepaid Medical Assistance Program, UCare Connect, UCare Connect + Medicare, Minnesota Senior Care Plus and UCare's Minnesota Senior Health Options plans who have no other means of transportation. **Members must schedule their rides using Health Ride at 1-800-864-2157 at least 48 hours in advance to ensure availability.**

In the past, UCare was occasionally able to offer same day rides or next day rides when drivers were available. Due to limited driver availability, UCare is only able to offer same day or next day rides for urgent situations. All other rides should be scheduled at least 48 hours in advance to ensure a driver is available.

Please direct members who have questions about their transportation benefit to contact UCare Customer Service at the phone number on the back of their member ID card. Information is also available by plan at <https://www.ucare.org/member-documents#minnesota-health-care-programs>.