



Your Transportation Benefit:

Traveling with a wheelchair

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 if you travel with a wheelchair.

How it works

- When scheduling your ride (at least 72 hours in advance), please state that you are in a wheelchair so that we can send the appropriate van.
- At your scheduled pickup time, you must wait at the door of your home or the main door or lobby of a building.
- The driver will find you and accompany you to and from the van, and help you get into and out of the van safely.

Helpful tips

- It's a good idea to add an extra hour to your pickup times, so you don't miss an appointment or your ride home.
- If a driver can't find you, they are not required to go into your home or further than the front desk of a lobby.
- If you have a medical appointment, let your provider know that you have a scheduled return trip.

Schedule your ride

Trips need to be scheduled **72 hours in advance**. 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., to schedule your ride. You will need to request a bariatric wheelchair van if you and your wheelchair weigh over 250 lbs.

Miss your ride?

Call **1-877-797-0339 (TTY 711)** and let them know that you missed your ride. It may take a few hours for another driver to arrive.

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.



Because Life.™



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").