

## Frequently Asked Questions - Transportation

Q: How do I qualify for the transportation benefit?

A: To qualify, you must be actively enrolled in one of our Medicare Advantage plans. No specific diagnosis is required.

Q: How much do I pay?

A: You don't have any copay or deductible.

Q: How many rides do I get?

A: The number of rides you can receive are determined by your plan. See your Evidence of Coverage booklet.

Q: I have an appointment scheduled. How do I schedule a ride?

A: You must contact us at least 72 hours prior to your appointment to schedule a ride. Prior to calling, please have the address you are departing from and time, the address of your destination, and your member ID number available.

You can schedule a ride by calling RoundTrip at 1-877-557-4567.

Q: How far in advance can I schedule my transportation?

A: You can schedule transportation through the end of the year. You must still be enrolled in a GlobalHealth Medicare Advantage plan at the time of the ride and have not exhausted your ride allowance in order to qualify for coverage.

Q: I had to cancel/reschedule my doctor's appointment. How do I cancel/reschedule my ride?

A: Call RoundTrip to cancel your ride.

Q: Can I have the driver take me to the pharmacy after my appointment?

A: No. GlobalHealth only covers the direct ride to and from these locations:

- Doctor office visits
- Lab appointments

- Chemo/radiation/dialysis appointments
- Outpatient hospital visits
- Outpatient preventive services appointments

Q: I am in a wheelchair. Do you have wheelchair accessible vehicles?

A: Yes, we do. Please let us know when you call to schedule your ride, so we can ensure the correct vehicle arrives to pick you up.

Q: Will the driver help check me in and out of my appointment?

A: No. Roundtrip currently offers Curb to Curb service for rideshare and Taxi vehicles and Door to Door for Medical Sedan. This does not include support for checking in and out of an appointment.

Q: Is there a mileage limit?

A: Yes. Each one-way ride is limited to 50 miles.