

Buckeye Health Plan offers transportation to help our members get to medical, behavioral health, Substance Use Disorder (SUD) or dental appointments, rides home from the hospital or emergency room, or to a pharmacy after a doctor's office visit, at no cost to you.



- Members receive 15 round trips or 30 one-way trips.
 - » Trips must be less than 30 miles from the member's home

There is no transportation limit to medical appointments for the following:

- Pregnant women and those with children up to 1 year old
 - » includes trips to Women, Infants and Children (WIC) appointments
- Chemotherapy or radiation treatment
- THRIVE (Specific conditions, must be engaged with care manager)
- Wheelchair confinement (Member cannot transfer)
- Trips over 30 miles (With approval)
- Dialysis

Members may use transportation outside of medical reasons for:

- Redetermination
- Food resource transportation such as food banks, food pantry, grocery store, or farmers market (5 round trips or 10 one-way)
- Social Security Administration office
- Trips to Housing Authority and job interviews (up to two round trips per year)

Transportation is provided through three methods:

1. Lyft, Uber Health, or local transportation company

2. Bus Passes

- Members get a daily bus pass for the date of the appointment by mail. If the member schedules at least two appointments at the same time for the month, a monthly bus pass will be issued. Cincinnati and Cleveland require four trips.

3. Friends and Family Benefit

- Buckeye will reimburse friends and family members 65¢ per mile to transport the member to their appointments. The calculation is based on the distance from the member's home to the appointment and back. Members living within the home may be reimbursed for COVID related appointments. (Members who drive themselves will not be eligible).
- Trips should be scheduled 48 hours prior to the appointment.

It's easy to schedule transportation:

Members must call member services at 1-866-531-0615 at least 48 business hours prior to the appointment.

- If the appointment is on Wednesday at 3 p.m., the member must call by Monday before 3 p.m.
- If the appointment is on Monday at 3 p.m., the member must call by Thursday before 3 p.m.
- Saturday and Sunday are not included in the 48 business hour required scheduling time
- Members may schedule up to 30 days in advance

These services may be scheduled outside of the 48 business hour requirement:

- Urgent care
- Hospital discharge
- Short notice trips with confirmation from your doctor (Buckeye will confirm with your doctor)
- Care managers may approve short notice trips
- **911 should be called for all emergencies**
- Once the member has exhausted their benefit, they will be transitioned to the county NET program through the Ohio Department of Job and Family Services