

Buckeye Transportation Program

Reliable transportation powered by SafeRide Health

A healthier member is our goal, and it starts with reliable transportation to attend appointments and stick to care plans. Buckeye has partnered with SafeRide to improve the member experience with their transportation benefit for Buckeye Medicaid, OhioRise, and MyCare MMP plan members.



Booking Rides for Members

To book rides, please have the following member information: name, ID, DOB, height/weight, appt. date/time, pick-up/drop-off addresses, additional passengers, preferred provider, and medically necessary modality.

*Note: **Advanced notice of 48 business hours is required** for routine services utilizing rideshare and NEMT.*



Available Ride Modalities

- **Rideshare & Public Transit:** For members who can walk to and from vehicle without assistance.
- **Ambulatory NEMT:** For member who can walk while supported by a device (walker, cane, etc.) and need assistance.
- **(XL) Wheelchair Van:** For members who rely on a wheelchair and need to remain in it during transport.

Note: For wheelchair rides, please note combined weight (passenger + chair), manual or electric, # of steps, and wheelchair width to determine if XL (>34" base) is needed.

Call (866) 531-0615 to schedule rides for members today!

Ensure that members have the right ride at the right time for an optimal transportation experience. Call center hours are Mon - Sat 7am - 8pm ET with urgent treatment and discharge reservations/assistance available 24/7/365.



Important Contact Info

- **Main Program Number: (866) 531-0615**
- Gas Mileage Reimbursement (GMR) Driver Registration:
saferidehealth.com/buckeye or
buckeye_driver@saferidehealth.com
- SafeRide Health GMR Claims:
buckeye_claims@saferidehealth.com
- Escalations Team:
buckeye_escalations@saferidehealth.com



Escalations

For urgent, same day, or next day reservations or ride assistance, please call (866) 531-0615 to speak with a live agent.

For non-urgent escalations, you can submit to the Escalations Team (email above). A response will be provided within one business day. Please send as a SECURE email including: member name, member ID, date of incident, ride ID/s, transportation provider name (if applicable), and summary of concern. In the subject line please include [Buckeye Escalation] [Date] [Line of Business].