Roundtrip gets you *there* so you can get *care*

Seeing your health professionals regularly is essential in taking care of your health. For eligible members, the transportation benefit, provided by Roundtrip, makes it easier to get to and from health visits at no cost.

AmeriHealth offers a **transportation benefit**, for AmeriHealth Medicare Core PPO and AmeriHealth Medicare Enhanced PPO members.

This benefit enables you to schedule transportation to and from medical appointments.

- Receive 12 one-way rides (or 6 round-trip rides) per plan year to plan-approved medical facilities at no cost (limit of 80 miles per one-way ride).
- Modes of transportation could include rideshare services, taxis, medical sedans, and wheelchair vans.

Eligible plans include:

- AmeriHealth Medicare Core PPO
- AmeriHealth Medicare Enhanced PPO

How it works:

- To book a ride, call the AmeriHealth Transportation Line at **1-877-587-4309** (TTY/TDD: **711**). Representatives are available 24/7. Or download and use the **Roundtrip Health: Rider** app!
- **Have your member ID card available** when you call or sign up for the app.
- **Book your rides at least 48 hours in advance** — or schedule them weeks or months in advance (within the benefit period).
- Provide the **pickup and/or drop-off location's name and address**.
- **Confirm the type of vehicle** you need for the ride.
- **Get updates on the status of your ride** via text message, automated voice call, or mobile app.

Questions? Visit
roundtriphealth.com/ah
or call **1-877-587-4309**
(TTY/TDD: **711**), 24/7.

Roundtrip. It's easy, convenient, and available at no cost.

AmeriHealth | roundtrip

Frequently asked questions

What is Roundtrip?

Roundtrip is a technology company that helps hospitals, health plans, and other organizations provide transportation for their patients or members. Users can quickly order any vehicle type based on their need — rideshares (like Lyft/Uber), wheelchair vans, and medical sedans — so that all non-emergency transports can be centralized, tracked, managed, and recorded all in one place.

How can I confirm if I am eligible for the transportation benefit?

AmeriHealth offers the Roundtrip benefit to Medicare Advantage members on AmeriHealth Medicare Core PPO and AmeriHealth Medicare Enhanced PPO plans.

Contact our Member Help Team at the phone number on the back of your member ID card, Monday through Friday, 8 a.m. to 8 p.m. Please note that on weekends and holidays from April 1 through September 30, your call may be sent to voicemail.

What are the different ways I can book a ride?

Roundtrip has several ways to book a ride. You can call AmeriHealth Transportation Line at **1-877-587-4309** (TTY/TDD: **711**). Representatives are available 24/7.

You can book a trip on your phone using the Roundtrip Health: Rider app in the Apple Store and Google Play. You can book, cancel, and edit rides directly in the app. After you book a ride, you will get ride notifications, such as ride reminders, driver assignment and contact information, ride updates, and more.

Additionally, you can book a ride online through the Roundtrip Online Portal at **roundtriphealth.com/ah**.

Rides must be booked at least 48 hours in advance.

How far in advance do I have to book rides?

For standard vehicles, Lyft and Uber are often available on demand. If those services are not readily available where you live, a taxi will be your option, and this typically requires at least 48 hours advance notice.

For all other vehicle types, book your ride at least 48 hours in advance.

When would I need a one-way ride?

Round-trip rides are usually the best option for a health appointment. You can schedule the pickup time for each leg of the trip.

One-way rides are useful if you're going to check into or out of a facility for inpatient treatment.