

How Can I Get Transportation?

Meridian has partnered with SafeRide Health to offer non-emergency rides to members. With SafeRide Health, we can help you get to and from your medical appointments and the pharmacy.

Here's how to schedule your next ride:



1. Members, providers, caretakers, social workers, and care managers / care coordinators can set up rides to and from medical appointments and the pharmacy.

- ✓ Call Meridian transportation at **1-800-821-9369** (TTY: **711**). We are here for you 24 hours a day, seven days a week, 365 days a year, including holidays. For routine trips, please schedule your ride at least 72 hours in advance.
- ✓ For urgent trips needed sooner than 72 hours beforehand, you must call SafeRide Health directly at **1-877-841-1356** (TTY: **711**) or email meridian_escalations@saferridehealth.com.



2. You will get a call or text message the night before your trip. The call or text will confirm your trip and your pick-up time.



3. On the day of your trip, please be ready to go at your scheduled pick-up time.

If your ride doesn't come within 15 minutes of the stated time, call Meridian transportation at **1-800-821-9369** (TTY: **711**). *Do not call the transportation provider.*



4. When your medical appointment is over, you will be picked up within 30 minutes of the requested time (if you asked for a specific return time).

If your ride doesn't come within 45 minutes, call Meridian transportation at **1-800-821-9369** (TTY: **711**). *Do not call the transportation provider.*



5. If you don't know what time your appointment will end, you can ask for a "will-call" ride.

Call Meridian transportation at **1-800-821-9369** (TTY: **711**) when your appointment is over. You will be placed on the will-call list and should get a ride within one hour. *Try to use will-call only as needed to reduce wait times.*



Want more information?

Visit saferidehealth.com/help-center/members or call Meridian transportation at **1-800-821-9369** (TTY: **711**).

Meridian complies with applicable Federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability, or sex.

ATENCIÓN: Si habla español, contamos con servicios de asistencia lingüística que se encuentran disponibles para usted de manera gratuita. Llame al **888-437-0606** (TTY: **711**).

ملاحظة: في حال كنت تتحدث اللغة العربية، تتوفر لك خدمات مساعدة لغوية مجانية. اتصل على الرقم **888-437-0606** (TTY: **711**).

