

Buckeye Waiver Non-Medical Transportation

Reliable transportation powered by SafeRide Health

A healthier member is our goal, and it starts with reliable transportation. Buckeye has partnered with SafeRide to improve the member experience with their transportation benefit and non-medical waiver ride program for Buckeye Next Gen MyCare plan members.



Booking Waiver Rides for Members

Contact SafeRide directly for all bookings. Rides booked through direct contact with a transportation provider are not allowed. To book, 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 hours is required for routine NEMT services.



Available Ride Modalities

- **Ambulatory Door to Door Non-Emergency Medical Transportation (NEMT):** For members 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 (833) 944-0522 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

- **Buckeye Next Gen MyCare Waiver Non-medical Reservations: (833) 944-0522**
This line is reserved for AAA Waiver Service Coordinators and Buckeye Health Plan staff to schedule non-medical rides only under the Waiver benefit.
- Main Program Number: (866) 531-0615 To be used by Waiver members scheduling rides under their standard Next Gen MyCare NEMT benefit.
- 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].