

Buckeye Health Plan Transportation

Buckeye Health Plan offers transportation to help members get to medical, dental and vision appointments at no cost to them.

- Members in the Central Southeast Region receive 60 one way trips or 30 round trips.
- Members in the West/Northeast Region receive 30 one way or 15 round trips.

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

- Women and children
- 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:

- Women, infants, and children (WIC) appointments
- Redetermination
- Grocery store, food pantry, food give away event, farmers' market, curbside pick-up (five trips per year)
- Social Security Administration office

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 0.58¢/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 866-246-4358 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

Non-emergency Transportation

Member Benefit and Provider Opportunity

Interested in Providing Transportation for Buckeye Health Plan Members?

Healthcare Providers, who are capable of offering Non-Emergency Medical Transportation for Buckeye members and want to provide transportation services, should reach out to Jeremy Ickes at Jeremy.Ickes@gmr.net to apply. Jeremy manages the Ohio Transportation Network for Access2Care.

Below is a list of items needed for credentialing:

- Access2Care's Transportation Provider Application
- Ohio's Provider Contact sheet
- W-9 form
- ACH form
- Copy of a voided check
- Certificate of Insurance in an Acord form, General and Auto Liability
- Copy of your Business Certificate
- Copy of your EMS License, if an Ambulette provider
- Medicaid ID #, if you are a waiver or Ambulette provider
- Disclosure of Ownership form
- Copy of all owner's Driver's License
- All owners' SSN
- Ohio Representations and Warranties Attestation
- Ohio Vehicle Standard Attestation
- Additional Insured Information for your Insurance Agent and Certificate:
Access2Care, LLC.
6363 S. Fiddlers Green Circle, Suite 1400
Greenwood Village, CO 80111

Jeremy and Access2Care are interested in working with quality providers who want to meet the transportation needs of Buckeye's member. We look forward to working with you.