



# FREE rides to and from appointments

Not everyone has access to safe or reliable transportation, and transportation barriers are a primary reason for missed or rescheduled appointments.<sup>1</sup> That's why we at Blue Cross and Blue Shield of North Carolina (Blue Cross NC) work with SafeRide<sup>SM</sup> – a user-friendly rideshare app – to provide our members with no-cost transportation to and from medical care. SafeRide can accommodate a variety of medical needs, including wheelchair or stretcher access, life support and more. NOTE: This is a pilot program. We can only offer SafeRide on a first come, first served basis.



## Fewer missed appointments

SafeRide helps eligible members make it to annual visits, routine screenings for cancer or other serious conditions, follow-ups and other appointments that they may otherwise skip. Eliminating the cost and stress of getting rides makes it easier for members to get the consistent care they need for the best health outcomes.



## How to use SafeRide:

- Members call SafeRide to get started. During the call, someone from SafeRide confirms their eligibility. (SafeRide is available for Blue Cross NC ACA members.)
- If eligible, the member gets access to the SafeRide app (and instructions to download it).
- They can use SafeRide to schedule no-cost rides to medical appointments in all 100 counties in North Carolina. The SafeRide experience feels similar to Uber or Lyft. SafeRide monitors all rides, and members get text alerts on ride progress.
- Each member can use SafeRide for up to eight no-cost rides per year. SafeRide is for members 18 or older (children and caregivers can ride along).



## Members must call 855-932-5415 to enroll.

1. Syed, S. T., Gerber, B. S., & Sharp, L. K. (2013). Traveling Towards Disease: Transportation Barriers to Health Care Access. *Journal of Community Health*, 38(5), 976–993. doi.org/10.1007/s10900-013-9681-1 (Accessed June 2025).

SafeRide is an independent company that is solely responsible for the services it provides. It does not offer Blue Cross or Blue Shield products or services. Please note that this program can change or be eliminated at any time.

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