

# Need a ride?

Get FREE rides to the doctor and around town at no cost to you!



## As a Tufts Health Plan Senior Care Options (HMO-SNP) member, you receive:

- Unlimited free rides to and from medical appointments at the doctor, hospital, lab, and pharmacy<sup>1</sup>
- Up to 12 free rides per year for non-medical purposes, including to run errands, visit friends and more<sup>2</sup>

### Please have the following information available when calling to schedule a ride:

- Member's first and last name or member ID number
- Member's date of birth
- Member's home address
- Member's phone number
- Pickup location (home or other address)
- Dropoff location (doctor's office or other address)
- Date and time of appointment
- Name of doctor
- Phone number of doctor's office
- Will return ride be needed?

**Rides must be scheduled at least three business days in advance.**

To request a new ride or get help with a ride that is already scheduled, call:



**1-855-251-7093**  
**(TTY: 1-866-288-3113)**

Available Monday-Friday, 8 a.m.-5 p.m., excluding national holidays.

<sup>1</sup>Non-emergency. Exceptions apply. <sup>2</sup>Non-medical rides limited to one round trip per month, 20 miles each way of trip. Additional restrictions and limitations may apply. For more information, contact Customer Relations at 1-855-670-5934 (TTY: 711) or visit [www.thpmp.org/sco-member](http://www.thpmp.org/sco-member).

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Tufts Health Plan Senior Care Options is a voluntary MassHealth program in association with the Executive Office of Health and Human Services (EOHHS) and the Centers for Medicare & Medicaid Services (CMS).

Tufts Health Plan is an HMO-SNP plan with a Medicare contract and a contract with the Commonwealth of Massachusetts Medicaid program. Enrollment in Tufts Health Plan depends on contract renewal. Tufts Health Plan Senior Care Options is a voluntary MassHealth program in association with EOHHS and CMS.

Tufts Health Plan 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, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al 1-855-670-5934 (TTY: 711). ATENÇÃO: Se fala português, encontram-se disponíveis serviços linguísticos, grátis. Ligue para 1-855-670-5934 (TTY: 711).

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