2022-23 UC SHIP Benefit
Free Transportation to Your Medical Appointments

Schedule a Lyft ride through the UCLA Arthur Ashe Student Health & Wellness Center

Benefit overview:
- $0 copay for the ride
- 24 one-way trips per academic year
- 40 miles maximum one-way distance

How it works:
- You must contact the UCLA Arthur Ashe Student Health & Wellness Center to book your free ride to your medical appointment.
- You (the Rider) will be texted a reminder prior to each ride and receive another text notifying who the driver/car will be prior to arrival.
- Your Lyft Driver will wait ONLY 5 minutes for your arrival; if you are late, you must call the Arthur Ashe Wellness Center back to reschedule your ride. Please make sure you are at the pick-up point on time.
- Cancellation must be submitted at a minimum 30 minutes prior to your ride.
- Companion rides are offered if you cannot transfer on your own to the appointment.

To schedule a ride, contact the UCLA Arthur Ashe Student Health & Wellness Center

Appointments: (310) 825-4073, Option 4

Exclusions: UC SHIP will not reimburse for Lyft rides that have not been arranged through the UCLA Arthur Ashe Student Health & Wellness Center. Rides for dental, vision or non-medical services are not covered. No rerouting of driver by passenger.
Non-Emergency Medical Transportation

The Non-emergency Medical Transportation Service is a three year pilot. Prior to the end of the third year, UCOP UC SHIP will evaluate to determine if the service will become a benefit in the plan design.

What is the service?
- Non-emergency transportation to and from scheduled medical and behavioral health appointments or pharmacy following a doctors appointment
- Transportation services are provided through Lyft in a car or SUV
- 24 one-way trips per benefit year
- Same day appointments can be scheduled, but please allow enough transport time before the start of your appointment
- Students are sent automatic notifications from Circulation Health based on the following actions/triggers:
  - A ride is booked for the rider
  - A previously booked ride is the next day (only if booked more than 24 hours in advance)
  - The driver has been dispatched
  - The rider has reached their destination
  - The ride has been cancelled
- One companion may accompany the student who cannot transfer on their own to the medical appointment

What are the requirements?
- All rides must be coordinated and scheduled through the UCLA Arthur Ashe Student Health & Wellness Center.
- Trips are limited to 30 miles one-way, exceptions may be made up to 40 miles
- Ride dollar warning is at $75 and maximum is $100
- No-shows will count against the annual 24 one-way ride limit. Cancellations made more than 30 minutes prior to ride will not count against the annual 24-way ride limit
- Driver rebooking after no show, excluded
- Driver only waits 5 minutes for rider
- If student misuses this service, a note of limitation can be loaded under the individual student record so that the Scheduler will no longer schedule a ride
- If a driver is a no-show, the ModivCare system will not charge a rebooking fee
- Driver will not be aware of the reason for the ride. No medical information is shared with the driver

What is excluded?
UC SHIP will not reimburse for Lyft rides that have not been arranged through the UCLA Arthur Ashe Student Health & Wellness Center.
- Rides for dental, vision or non-medical services
- Rerouting of driver by passenger
- Rides exceeding 40 miles or over $100 per ride

How can I request this service?
- Call the Ashe Center Insurance Services Office at (310) 794-5613

What if I have questions about this new service?
- Call the Ashe Center Insurance Services Office at (310) 794-5613 or complete an email Contact Us form.