

Effective July 31, 2023, the University of California Student Health Insurance Plan (UC SHIP) will discontinue the pilot program that offered non-emergency medical transportation services to enrolled students at UC Los Angeles. We will continue to investigate other options for this service in hopes of offering it in the future.

## 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.



 **RIDE-HAILING PICK-UP LOCATIONS**

- |                      |                                    |                              |
|----------------------|------------------------------------|------------------------------|
| 1. Dickson Court     | 7. Rieber Hall                     | 11. Macgowan Hall            |
| 3. Molecular Garden  | 8. Hedrick Hall                    | 12. Wyton Circle             |
| 4. Gateway Plaza     | 9. Sunset Canyon Recreation Center | 13. Luskin Conference Center |
| 5. Dykstra Hall      |                                    |                              |
| 6. Carnesale Commons | 10. Anderson School of Management  |                              |



## 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 doctor's 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.