Getting to health appointments should be easy and stress-free.

If you're managing a chronic condition or need regular care, getting to your appointments matters. That's why we offer a no-cost transportation benefit to help you get to and from approved medical visits.

Participating plans

Members of certain Independence Blue Cross (IBX) Medicare Advantage plans can receive **24 one-way rides (or 12 round-trip rides)** per plan year to plan-approved medical facilities at no cost. Eligible plans include:

- Keystone 65 Focus HMO-POS
- Keystone 65 Preferred HMO
- Keystone 65 Select HMO

If you have **both diabetes and congestive heart failure**, you may qualify.

Each one-way ride is limited to **80 miles**.

Get care more easily with:

- Comfortable rides to and from covered health visits
- Clear scheduling and ride confirmations so you know what to expect
- Support every step of the way, 24/7

Questions?
Visit **roundtriphealth.com/ibx**
or call **1-877-661-1864**
(TTY/TDD: **711**), 24/7.

You can get rides for:

- Doctor and specialist visits
- Dialysis, therapy, and other approved services
- Covered medical facilities within plan guidelines

Just follow these simple steps:

- Call **1-877-661-1864** (TTY/TDD: **711**) or use the mobile app.
- Schedule your ride at least **48 hours** in advance of your appointment.
- Share your appointment details, including date, time, and location.
- Confirm your ride details before your visit, such as the location of your appointment.
- Receive ride updates by phone, text, or app so you're never left guessing.

Tip: Booking rides early helps ensure availability and avoids last-minute issues.

Independence | roundtrip

IBX
Never stop caring

Know before you go

Transportation is available for approved medical appointments only. Ride availability depends on eligibility, distance, and benefit limits. If your plans change, please call as soon as possible to update your ride.

What is Roundtrip?

Roundtrip provides transportation for eligible IBX Medicare Advantage members to get to their medical appointments. You can easily book the type of ride that fits your needs — including rideshares (like Lyft or Uber), wheelchair vans,* and medical sedans. Every trip is scheduled, tracked, and managed in one place, so your transportation is reliable and simple to coordinate.

How can I confirm if I am eligible for the transportation benefit?

The Roundtrip benefit is available to Medicare Advantage members on select plans who have been diagnosed with **both diabetes and congestive heart failure**.

If you are unsure whether you qualify, contact our Member Help Team at the phone number on the back of your member ID card, Monday through Friday, 8 a.m. to 8 p.m. Please note that on weekends and holidays from April 1 through September 30, your call may be sent to voicemail, but we'll get back to you as soon as we can.

What are the different ways I can book a ride?

Roundtrip has several ways to book a ride.

- Call Roundtrip at **1-877-661-1864** (TTY/TDD: **711**). Representatives are available 24/7.
- Visit the Roundtrip Online Portal at **roundtriphealth.com/ibx**.
- Use the **Roundtrip mobile app** found in the Apple Store and Google Play. You can book, cancel, and edit rides directly in the app.

After you book a ride, you will get ride notifications such as ride reminders, driver assignment and contact information, ride updates, and more.

How far in advance do I have to book rides?

For standard vehicles, Lyft and Uber are often available on demand. If those services are not readily available where you live, a taxi will be your next best option. **Taxi, medical sedan, and wheelchair vehicle types require at least 48 hours' advance booking notice**.

When would I need a one-way ride?

Round-trip rides are usually the best option for a health appointment. You can schedule the pickup time for each leg of the trip. One-way rides are useful if you're going to check in or out of a facility for inpatient treatment.

Roundtrip. Rides that are easy, convenient, and available at no cost.

*Wheelchair vans are subject to availability.

The transportation benefit is provided by Roundtrip, an independent company. Independence Blue Cross offers HMO and HMO-POS Medicare Advantage plans with a Medicare contract. Enrollment in Independence Blue Cross HMO and HMO-POS Medicare Advantage plans depends on contract renewal.

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Independence Blue Cross offers products through its subsidiaries Independence Assurance Company, Independence Hospital Indemnity Plan, Keystone Health Plan East, and QCC Insurance Company — independent licensees of the Blue Cross and Blue Shield Association.

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