

Get to and from health visits with Roundtrip



Seeing your health professionals regularly is essential in taking care of your health. For eligible members, our transportation benefit, provided by Roundtrip, makes it easier to get to and from essential health visits at no cost.

Independence Blue Cross (IBX) Medicare Advantage members on select plans who have been diagnosed with **both diabetes and congestive heart failure** are eligible for this benefit.

This benefit enables you to schedule transportation to and from medical appointments:

- Receive 24 one-way rides (or 12 round-trip rides) per plan year to plan-approved medical facilities at no cost (limit of 80 miles per one-way ride).
- Modes of transportation could include rideshare services, taxis, medical sedans, and wheelchair vans.

Eligible plans include

- Keystone 65 Basic HMO
- Keystone 65 Preferred HMO
- Keystone 65 Select HMO
- Keystone 65 Focus HMO-POS
- Personal Choice 65SM Prime PPO
- Personal Choice 65 Elite PPO
- Personal Choice 65 PPO



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

How it works

- To book a ride, call the IBX Transportation Line at **1-877-661-1864 (TTY/TDD: 711)**. Representatives are available 24/7. Or download and use the **Roundtrip Health: Rider** app!
- **Have your member ID card available** when you call or sign up for the app.
- **Book your rides at least 48 hours in advance** — or schedule them weeks or months in advance (within the benefit period).
- Provide the **pickup and/or drop-off location's name and address**.
- **Confirm the type of vehicle** you need for the ride.
- **Get updates on the status of your ride** via text message, automated voice call, or mobile app.

Roundtrip. It's easy, convenient, and available at no cost.

Independence 

roundtrip

IBX

Frequently asked questions

What is Roundtrip?

Roundtrip is a technology company that helps hospitals, health plans, and other organizations provide transportation for their patients or members. Users can quickly order any vehicle type based on their need — rideshares (like Lyft/Uber), wheelchair vans, and medical sedans — so that all non-emergency transports can be centralized, tracked, managed, and recorded all in one place.

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**.

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.

What are the different ways I can book a ride?

Roundtrip has several ways to book a ride. You can call Roundtrip at **1-877-661-1864** (TTY/TDD: **711**). Representatives are available 24/7.

Eligible Medicare Advantage members can book a ride through the mobile application found in the Apple Store and Google Play. Members can book, cancel, and edit rides directly in the app. Members can receive ride notifications, such as ride reminders, driver assignment and contact information, ride updates, and more.

Additionally, you can book a ride online through the Roundtrip Online Portal. To get this, go to roundtriphealth.com/ibc. Rides must be booked at least 48 hours in advance.

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 option, and this typically requires at least 48 hours advance notice.
- For all other vehicle types, book your ride at least 48 hours in advance.

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 into or out of a facility for inpatient treatment.

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

