

Frequently Asked Questions - Transportation

Q: How do I qualify for the transportation benefit?

A: To qualify you must have a recorded diagnosis for:

1. Hypertension;
2. Diabetes;
3. Chronic Obstructive Pulmonary Disease (COPD);
4. Heart Failure;
5. Coronary Artery Disease (CAD); or
6. Blindness.

Q: How many rides do I get?

A: The number of rides you can receive are determined by your plan. Round trip ride limits are:

- Generations Classic (HMO) – 6 per year
- Generations Value (HMO) – 6 per year
- Generations Select (HMO) – 5 per year
- Generations State of Oklahoma Group Retirees (HMO) – 6 per year

Q: I have a doctor's appointment scheduled. How do I schedule a ride?

A: You must contact us at least 72 hours prior to your appointment to schedule a ride. Prior to calling, please have the address you are departing from and the address of your doctor's office available. You can schedule a ride by:

1. Calling Customer Care at (405) 280-5555 or (844) 280-5555 (TTY: 711)
 - 8:00AM to 8:00PM Central, Seven days a week (Oct 1 - Mar 31)
 - 8:00AM to 8:00PM Central, Monday through Friday (Apr 1 - Sept 30); or
2. If you have a GlobalHealth Case Manager, you can call him/her directly.

Q: How far in advance can I schedule my transportation?

A: We can schedule transportation up to two (2) weeks prior to your appointment.

Q: I had to cancel/reschedule my doctor's appointment. How do I cancel/reschedule my ride?

A: We can cancel/reschedule your ride for you. Please call at least 24 hours prior to your original appointment date.

Q: Can I have the driver take me to the pharmacy after my appointment?

A: No. GlobalHealth only covers the direct ride to and from your doctor's office.

Q: I am in a wheelchair. Do you have wheelchair accessible vehicles?

A: Yes, we do. Please let us know when you call to schedule your ride, so we can ensure the correct vehicle arrives to pick you up.

Q: Will the driver help check me in and out of my appointment?

A: Yes. If you need this assistance, please let us know when you call to schedule your ride, so we can ensure the driver will be able to wait with you.