

# Make the Most of Your Member Portal for Transportation to Care

With SafeRide's user-friendly member portal, you're in control of how you access care. Our member portal helps you book, manage, and cancel your rides to care with just a few clicks. Getting started in the member portal has never been easier.

SAFERIDE

Help us find you

Member ID \*

Date of Birth \*

mm/dd/yyyy

Find My Account

Already have a user name and password?

## Getting Started in the Member Portal

- 1 Gather your email, street address, date of birth, and if possible, a cell phone that receives text message (optional but strongly recommended for ride updates)
- 2 With the information gathered from Step 1, **call SafeRide at (855) 955-7433** while in front of a device with email access, and our team will be happy to help you activate your account with a few simple questions
- 3 When instructed by the SafeRide team member, check your inbox for an email from the SafeRide Health Team with the subject line **“Welcome to the SafeRide Member Portal”**
- 4 **Click the “Find My Account”** button in the email and enter the Member ID (provided by SafeRide) and your date of birth
- 5 Check your email for a second email welcoming you to the portal where you must **click the “Activate My Account”** button within 1 hour of receipt to set a password to sign in

SAFERIDE

Create your password to activate your account

Email \*

Password \*

Must contain at least: 10 characters, one number, one uppercase, one lowercase, one special character.

Re-enter password \*

By creating an account, I agree to the terms of use.  
Terms Of Service | Privacy Policy

Activate Account

## Now, what's next?

Once you're all set up in the member portal, you can more easily make the most of your transportation benefit! Within the member portal, you can:

- Book** - Book one-way and round-trip rides for rides that are two (or more) days away
- Manage** - View and manage your upcoming rides
- Cancel** - When plans change, you can cancel upcoming individual rides and retain your ride eligibility for a future ride

**Sign up for your member portal today at (855) 955-7433**

If you're a NEMT provider looking to optimize and grow your business, SafeRide's Network team is here to help. SafeRide continues to expand our vast transportation needs with Medicaid and Medicare Advantage health plans across the country, and we'd love to partner with you.

## Frequently Asked Questions about the Member Portal

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### What are the benefits of using the member portal instead of calling in to schedule my ride?

You're in control of every step of your journey with the member portal. Whether you remember you need to book a ride while our call center is closed or you prefer to not speak on the phone, the member portal is here to help and at your convenience.

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### Do I need to download an app on my phone/tablet to register/access the member portal?

No, the member portal is web-based and made to user-friendly on all types of device so no download is necessary on your device.

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### Can I book same day rides through the member portal?

No, the member portal is set up with a minimum number of lead days (typically 2 days) in advance for which you can book a ride.

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### Do rides booked through the member portal qualify toward my total ride benefit count?

Yes, rides booked through the portal count like any other scheduled ride. The portal will perform an eligibility check during the booking process and if a member exceeds their ride benefit, an error message will appear and prevent the ride from being booked. If you receive an error message like this, reach out to SafeRide directly as well as your health plan for more information.

## Learn more about the member portal

If you have other questions about the member portal or need assistance, use this [link](#) to check out our FAQ page. Otherwise, you can also contact us directly at **(855) 955-7433**.