SafeRide Health

BENEFIT INTEGRITY

Preventing fraud, waste, and abuse (FWA) across the full ride journey

Controls start before a ride is booked and continue through claims and investigation

BEFORE THE RIDE: PREVENT

Eligibility & Need Verification

Checks member eligibility, benefit coverage, appt details at booking

Pattern & Anomaly Screening

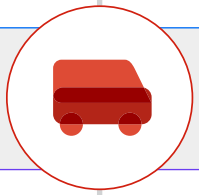
Rules and machine-learning model flag trips outside benefit policy

Ride Approved & Scheduled

Trips that meet benefit policy are scheduled, flagged trips reviewed

Benefit Integrity

Stops misaligned rides before they are booked. Eligibility, usage patterns, and scheduling are screened at booking, protecting access to care for members who need it most.



RIDE

AFTER THE RIDE: TARGET

Ride Executed & Care Delivered

Transportation, care providers complete visit w/ post-trip verification

Claim / Invoice Submitted

Invoices checked against trip records before payment

Investigation & Enforcement

SIU uses ride data to target investigations, recoup funds, act on providers

Special Investigations Unit (SIU)

Uses ride data to focus investigations on the providers most worth reviewing. When FWA is confirmed, SIU takes action to recoup funds and hold providers accountable.