

**Call us for a \$0 ride to your
COVID-19 vaccine.**

Dear Member:

Don't let a lack of transportation keep you from getting your COVID-19 shot. Your Florida Blue Medicare plan will cover the full cost of your ride to and from your vaccine location.

If you get a vaccine that requires a second shot, we'll cover your second trip, too. There is **no out-of-pocket cost to you** for using this service.

If you need help with transportation, please call Member Services.



1-800-926-6565 (TTY users, call 1-800-955-8770). We're available 8 a.m. to 8 p.m. local time, 7 days a week, from October 1 to March 31, except for Thanksgiving and Christmas. From April 1 to September 30, we are open 8 a.m. to 8 p.m. local time, Monday through Friday.

We'll connect you with an approved transportation vendor who will arrange to pick you up, take you to your vaccine appointment, and bring you home. They will ask for your name, address, phone number and the date and time of your appointment.

If you have general questions about COVID-19 or the COVID-19 vaccine, contact a Florida Blue Community Health Specialist from your local Florida Blue Center. Call 1-877-352-5830 (TTY users, call 1-800-955-8770) to be automatically connected with the center closest to you.

Thank you very much for doing your part to end this pandemic and keep everyone safe.

In good health,



Elizabeth Malko, M.D.
Vice President and Chief Medical Officer

Questions and Answers

Vaccine Transportation

I want a COVID-19 shot but I have no way to get to the vaccination center. How can I get help?

If you're unable to get to the vaccination center, please contact Florida Blue Medicare at 1-800-926-6565 (TTY users, call 1-800-955-8770). We'll help you get a ride at **no cost to you**.

I am in a wheelchair. Will I still be able to get access to the transportation?

The vendors that we use have a limited number of wheelchair-accessible cars or vans. As long as one is available at the time that you need it, you will be given transportation to the vaccination center.

How much will this transportation cost me?

There is **no cost to you** for this service. Florida Blue Medicare will cover the cost of transportation for members who need help getting to a vaccine location.

Can I use this transportation service for things other than a ride to a COVID-19 vaccination center?

No. This transportation service is only available to you for rides to and from your home to receive a COVID-19 vaccine. Depending on the type of COVID vaccine you receive, you may need a second shot. In this case, we will provide this transportation service at no cost to you for the second trip to and from the vaccination site.

Will Florida Blue Medicare be able to make my vaccination appointment?

Florida Blue Medicare is unable to book your appointment to get your vaccination, but we can help you arrange transportation once you have made your appointment. When you know the date and time for your trip, please call Member Services 1-800-926-6565 (TTY users, call 1-800-955-8770) and ask for transportation assistance if you have no other way of getting to the vaccination site.

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