Is This an Emergency?

SoonerRide does not provide emergency transportation. In case of an emergency, call 911.

Ready to Go?

If you live in Oklahoma and are a SoonerCare member with a valid SoonerCare ID number, you may qualify for SoonerRide.

Online reservations can be made at:
http://member.logisticare.com

Where's My Ride?
If transportation is running more than 15 minutes late and you have not heard from your driver, call "Where's My Ride?" at 1-800-435-1034 with your authorization number.

Reporting a Service Issue
To report a service issue or send a compliment about SoonerRide, please call us at 1-800-243-5560 and enter extension 203.

Mileage Reimbursement
SoonerCare members can get gas/mileage reimbursement for driving their own car to and from medical appointments. Be sure to get trip authorization approval within 24 hours before the medical appointment by calling SoonerRide at 877-404-4500.

SoonerRide

Providing you transportation to and from your SoonerCare appointments.

A Program of SoonerCare
Oklahoma Health Care Authority

SoonerRide

Transportation to Scheduled Appointments

You must call 1-877-404-4500 or 711 (TDD) at least three (3) business days before your medical appointment to make a reservation. Transportation is not guaranteed if reservations are not made with at least three (3) business days notice. Reservations can be made by phone Monday through Friday from 8 a.m. to 6 p.m.

When calling SoonerRide to make a reservation, you need to provide the following information:

- SoonerCare ID number
- Time and date of medical appointment
- Name, address and phone number of medical provider you are going to see
- Reason for your medical appointment
- If wheelchair accommodations are needed
- Whether an escort (caretaker) is needed

If your medical appointment is canceled, please notify SoonerRide as soon as possible. You could lose SoonerRide benefits if you have three no-shows in a 90-day period.

Transportation to Same-Day Appointments

There may be allowed up to three additional children to your medical appointment if you or your child are sick and your medical provider wants to see you within 24 hours.

- The medical appointment must be urgent as determined by your medical provider. SoonerRide will confirm with your doctor.

For additional child passengers to same-day appointments:

- All children must be related to the SoonerCare member by birth, marriage, foster care or legal guardianship.
- All children (not the patient) must be younger than 13 years of age unless the individual has intellectual and physical disabilities that require constant care and adult supervision.
- All children must have their own car seat, provided by the member, if required by state law.
- The member must request transportation for additional passengers when making their trip reservation.

Pickup/Dropoff

This is a curb-to-curb service. Drivers will give assistance into and out of the vehicle but may only pull up to the front of the residence or to a common area of an apartment, clinic, hospital or office building.

- Members will only be picked up from and returned to their residence on file. SoonerRide will not pick up or drop off at school or place of employment.
- Vehicles often transport other members in the same vehicle with you.
- Drivers cannot make additional stops.
- Both your trip to the medical appointment and your return trip must be scheduled at the same time. When you make your medical appointment, ask for an estimate of how long your appointment will take, and schedule your return trip for a little later (20-30 minutes). Once your appointment is completed, please stay in the pickup area until your designated pickup time.
- You should be ready 15 minutes before the agreed on pickup time. The vehicle is considered on time if it arrives 15 minutes before or after the designated pickup time.

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