

SafeRide Health managing transportation — Effective Mar. 1, 2026

What's changing

Starting **Mar. 1, 2026**, SafeRide Health will manage all non-emergency medical transportation (NEMT) for UnitedHealthcare Community Plan of Virginia.

What you need to do

Call SafeRide at **1-888-462-6049** or visit the [SafeRide portal](#) for all transportation requests. SafeRide will route calls for enrollees, facilities and health care professionals. The SafeRide reservation line is available 24/7, 365 days a year for urgent, same- or next-day trips.

Booking deadlines

- Routine trips: Schedule at least 5 business days in advance
- Long-distance trips: Schedule at least 5 business days in advance

Dialysis facilities

Confirm chair time with SafeRide when booking transportation.

Eligibility

SafeRide handles eligibility checks—no extra steps for your staff. SafeRide provides rides for all Virginia Cardinal Care enrollees.

What's not changing

NEMT still covers transportation to all covered health care services — appointments, pharmacies, hospitals and more.

Questions? We're here to help.

Connect with us through chat 24/7 in the [UnitedHealthcare Provider Portal](#).