

# Transportation Reference Guide

Effective 6-1-2023

## SafeRide Customer Service Number

**888-617-0265**

### Hours of Operation

Monday-Saturday  
6 AM-6 PM

### Ride Requests

Normal: 48 hour notice  
Urgent: same day

Can Schedule up to 360  
days in advance

### Service Area

- Bastrop
- Hays
- Lee
- Travis
- Williamson
- Burnet
- Caldwell
- Fayette

## Please be ready to provide:

- Member ID Number
- Date of Birth
- Appointment type (from list below)
- Pick up and drop off address
- Appointment Time
- Ambulatory vs Wheelchair
- Special needs (O2, ride along)

## Holidays

- New Year's Day
- Memorial Day
- Independence Day
- Labor Day
- Thanksgiving Day
- Christmas Day

## Approved Trip Purposes

Escalations/exceptions will go to the dedicated box: [sendero\\_escalations@saferidehealth.com](mailto:sendero_escalations@saferidehealth.com)

Please email Misty Smith and Mayra Lopez for approval.

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| <ul style="list-style-type: none"> <li>• Alcohol Abuse Related Treatment</li> <li>• Alternative Medicine</li> <li>• Acupuncturist</li> <li>• Advanced Practice Dental Therapist</li> <li>• Allergy &amp; Immunology</li> <li>• Anesthesiologist</li> <li>• Audiologist</li> <li>• Blood Work</li> <li>• Cardiologist</li> <li>• Chemotherapy</li> <li>• Chiropractor</li> <li>• Cosmetic Surgery/Consult etc.</li> <li>• Dentist</li> <li>• Denturist</li> <li>• Dermatologist</li> <li>• Diagnostics</li> <li>• Dialysis</li> <li>• Drug Abuse Related Treatment</li> <li>• Durable Medical Equipment Supply</li> <li>• Emergency Medicine (ER)</li> <li>• Endocrinologist</li> <li>• Family Practice</li> <li>• Flu Shot</li> <li>• Gastroenterologist</li> <li>• Geriatrics</li> <li>• Group Therapy</li> <li>• Gym (Prescribed)</li> <li>• Hematologist</li> <li>• Hepatology</li> </ul> | <ul style="list-style-type: none"> <li>• Imaging Services (X-Ray, MRI, CT Etc.)</li> <li>• Immunizations</li> <li>• Infectious Disease Clinic</li> <li>• Internal Medicine</li> <li>• Lab Services</li> <li>• Lamaze/Other Birthing Class</li> <li>• Nephrologist</li> <li>• Neurologist</li> <li>• Nutritionist</li> <li>• Obstetrics &amp; Gynecology</li> <li>• Occupational Therapy</li> <li>• Oncologist</li> <li>• Ophthalmologist</li> <li>• Optometrist</li> <li>• Orthopedist</li> <li>• Orthotics</li> <li>• Otolaryngologist (ENT)</li> <li>• Pain management</li> <li>• Pediatrician</li> <li>• Pediatric Extended Care</li> <li>• Pharmacy</li> <li>• Physical Medicine &amp; Rehabilitation</li> <li>• Preventive Medicine</li> <li>• Primary Care Physician</li> <li>• Psychiatrist</li> <li>• Physiotherapy</li> <li>• Podiatrist</li> <li>• Psychologist</li> </ul> | <ul style="list-style-type: none"> <li>• Pulmonologist</li> <li>• Radiology</li> <li>• Respiratory Therapist</li> <li>• Rheumatologist</li> <li>• Speech Therapy</li> <li>• Smoking Cessation</li> <li>• Sleep Study</li> <li>• Surgery: In patient/ Outpatient</li> <li>• Surgery: Pre-Op / Post-Op</li> <li>• Urgent Care Facility</li> <li>• Urologist</li> <li>• Wound Care Services</li> <li>• Food Pantry</li> <li>• Cooking/Nutrition Classes</li> <li>• AA/NA Meetings</li> <li>• Support Groups</li> <li>• Work Force Solutions</li> <li>• Legal Office/Lawyer</li> <li>• Integral Care</li> <li>• Housing Appointment</li> <li>• SNAP</li> <li>• WIC</li> <li>• Metro Access</li> <li>• Medicaid Office</li> <li>• Medicare Office</li> <li>• Disability Office</li> <li>• Social Security Office</li> <li>• Consulate</li> <li>• Government Office</li> </ul> |
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