

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



Additional Information

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 and have your authorization number.

Reporting a Service Issue

To report a service issue or place a compliment about SoonerRide, please call SoonerRide 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. A trip authorization approval must be obtained within 24 hours before the medical appointment. Call SoonerRide at 877-404-4500.

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

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

SoonerRide



Oklahoma
HealthCare
Authority

...providing you transportation to and from your SoonerCare appointments.

Transportation to Scheduled Appointments

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

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. If you have three no-shows in a 90-day period, you could lose SoonerRide benefits.

Transportation to Same Day Appointments

If you or your child are sick and your medical provider wants to see you within 24 hours, SoonerRide can take you and up to three additional children to your medical appointment.

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

For additional children 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.