



Get going with your rides benefit, provided by Essence

Thanks to the transportation benefit you have through Essence, you can use the Uber app or a dedicated call center to request health-related rides to eligible destinations, including your doctor's office, the pharmacy, rehab clinics and dental, vision and hearing appointments.

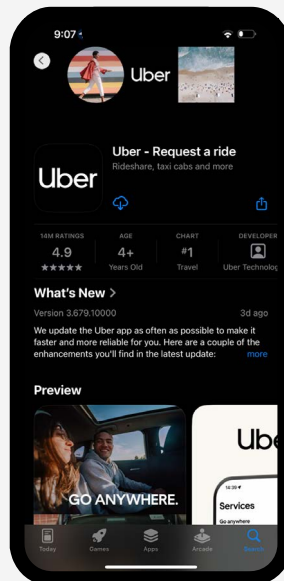
How to access your Essence benefit in the Uber app



1. Look for a text from Uber
Essence members will receive a text from Uber inviting them to accept their ride benefits.

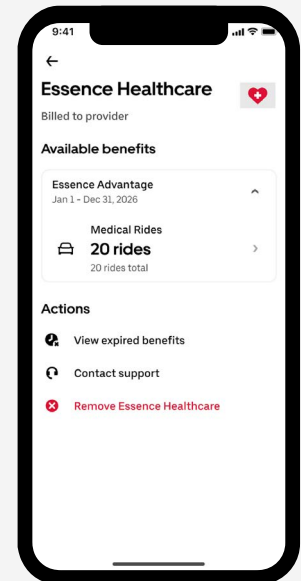
Can't find the text?

Call +1 866-974-3585 to receive another invite.



2. Tap the link to sign up
New Uber users will be directed to download the Uber App and create an account (*Note: to create an account, 2-factor authentication is required.*)

To complete sign-up, you'll need your name, date of birth, and Essence member ID.

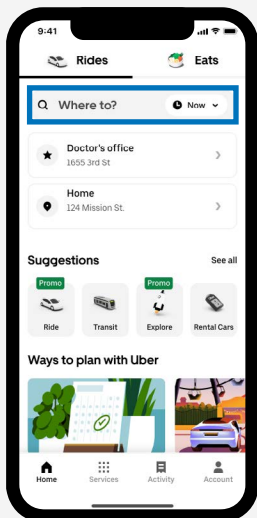


3. View your benefit
Once finished, go to the **Account** tab and select **Wallet** to view your benefit details.

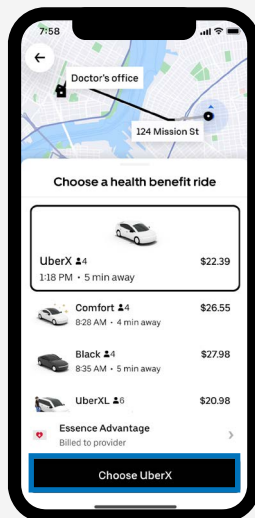


Rides can also be booked using our dedicated call center, just dial **1-866-974-3585** to speak with a coordinator.

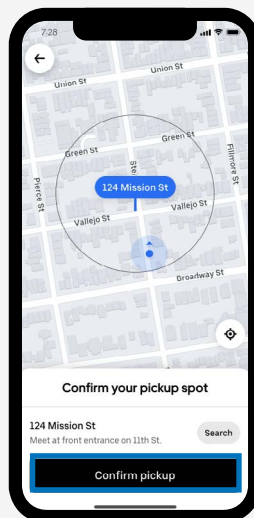
How to request a ride in the Uber app



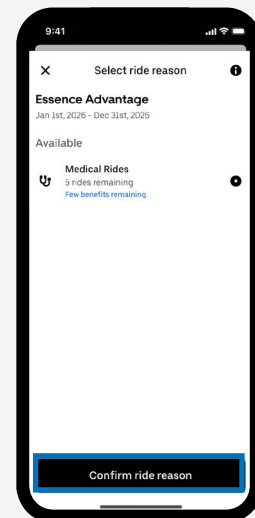
1. Open the Uber app and enter your destination



2. Choose your Essence benefit as your payment option and select an eligible ride type (either **UberX** or **Comfort**)



3. Confirm your pickup location



4. Confirm your ride reason and you're all set to ride

Note: your actual in-app experience may be different from what's shown in the imagery.

Tips for a successful Uber experience



Want a simplified app experience?

Go to Account and select Simple mode.



Planning ahead?

Schedule a ride the same way you request one on demand—just choose Later before entering your destination.



To help ensure that you're getting into the right car, you can check that the make, model, and license plate number match what's shown in your app.



Uber

If you have any questions, need help getting in and out of vehicles or want to schedule a ride over the phone, call **1-866-974-3585**.