



Greater Buffalo United Accountable Care Organization

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GBUACO gives its patients a Lyft

GBUACO is the first health care company in WNY to offer patients ridesharing services

(BUFFALO, N.Y., August 2, 2017) – The Greater Buffalo United Accountable Care Organization (GBUACO), the first Medicaid accountable care organization in New York state, is now one of the first health care companies in Western New York to team up with Lyft to provide free rides for patients. GBUACO officials inked the deal with Lyft shortly after the ridesharing company was approved to operate in the Buffalo area.

Lack of transportation to appointments has been a long-standing issue in health care, especially among Medicaid recipients. GBUACO offers free rides to patients who are utilizing the services of any of its network providers. With the addition of Lyft, GBUACO will be able to move more patients, more swiftly.

“The major reason our Medicaid patients miss doctors’ appointments is because they cannot find an efficient mode of transport,” said GBUACO Chief Executive Officer Raul Vazquez, M.D. “This partnership with Lyft enables our care coordinators to arrange rides for our patients that are cheaper, faster, and oftentimes more comfortable and reliable.”

Care coordinators will set up rides for GBUACO network patients utilizing Lyft Concierge. Concierge is a third-party web application that allows GBUACO care coordinators to arrange rides online on behalf of individuals who may not have the technology, or the ability, to do it themselves.

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“Our partnership with GBUACO will help remove transportation barriers and provide reliable, on-demand rides to patients who need it,” said Gyre Renwick, head of health care partnerships at Lyft. “The response from health care companies that have been using Lyft Concierge has been outstanding, with patients using words like ‘exciting’ and ‘comfortable’ to describe their Lyft experiences.”

“This collaboration with Lyft is in perfect keeping with GBUACO’s mission to use innovation to transform patient lives,” said Vazquez. “Ridesharing is the newest way to get around in Western New York, and we are jumping aboard to help our patients live healthier lives. When we get them to their medical appointments, smaller health issues are less likely to become larger ones causing expensive, yet preventable, trips to the ER.”

About GBUACO

The Greater Buffalo United Accountable Care Organization (GBUACO) is the first Medicaid accountable care organization in New York state. It is a group of hospitals, physicians, specialists and other health care providers who have come together voluntarily to give coordinated care to the patients they serve. Coordinated care helps avoid unnecessary duplication of services and allows for a free flow of medical information among providers. GBUACO operates under a value-based payment system. Under a value-based payment system, practitioners in GBUACO are incentivized for the quality, and not the quantity, of services rendered. GBUACO’s doctors and health care providers have to meet clearly defined quality standards and metrics that focus on prevention and effectively managing patients with chronic diseases.

About Lyft

Lyft was founded in June 2012 by Logan Green and John Zimmer to improve people’s lives with the world’s best transportation. Lyft is the fastest growing rideshare company in the U.S. and is available in more than 360 cities. Lyft is preferred by drivers and passengers for its safe and friendly experience, and its commitment to effecting positive change for the future of our cities.

