



BlueCross BlueShield
of Texas



Non-Emergency Medical Transportation (NEMT)

For BCBSTX CHIP Members

Customer Advocate Department: **1-888-657-6061** (TTY: **711**)

Service Coordination: **1-877-214-5630**

www.bcbstx.com/chip



TEXAS
Health and Human
Services



Value-Added Services may have restrictions and limitations.

Blue Cross and Blue Shield of Texas, a Division of Health Care Service Corporation, a Mutual Legal Reserve Company, an Independent Licensee of the Blue Cross and Blue Shield Association

CHIPM-6293-25

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CHIP and CHIP Perinate members can get free rides to and from a provider's office, a health care facility, urgent care, a hospital stay, the pharmacy, dentist and more as part of our Value Added Service (VAS).

How do I schedule a ride?

Your transportation needs are supplied through Modivcare*. Call Modivcare at **1-855-933-6993** (TTY: **711**) to set up a ride Monday through Friday, 8 a.m. to 5 p.m. Central time. Rides are available 24-hours a day, seven days a week. You can also sign up on the Modivcare portal or download the mobile app to schedule a ride.

Please note that drivers can only transport:

- An adult CHIP member
- A minor CHIP member and a qualified NEMT attendant
- CHIP members plus a service animal

If you need to bring more than one child, ride services are available through your Modivcare Value-Added Service (VAS).

If you need emergency transport, Call **911**.



Modivcare App

Search Modivcare in your app store. Download the app and use for all your ride needs.



Call Modivcare

Call at least two business days before you need a ride. **1-855-933-6993** (TTY: **711**).



Confirm Your Ride

Call Modivcare or check your mobile app three days before your trip.



Modivcare app

The Modivcare app gives you the flexibility to schedule your medical ride whenever and wherever you like. Simply search Modivcare on either Google Play™ or the Apple App Store™ to download. Use your email address to create your account.

With the Modivcare App you can:

- Book a trip
 - Change or cancel a ride
 - Know where your driver is in real time
 - Text or call the driver to make sure your ride is on time
 - Submit a trip mileage claim to get reimbursed
 - Contact support within the app to talk to an agent
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Mileage reimbursement for approved drivers

Transportation mileage reimbursement is available for eligible drivers to appointments if you choose not to use Modivcare. Submissions will be reviewed for approval. Submissions can be made using a Trip Log form or the Modivcare mobile app. On the Modivcare app, you can submit a request for mileage reimbursement and track reimbursement status.

Money for pre-approved trips will be loaded onto your Comdata MasterCard each week. Call Modivcare at **1-855-933-6994** (TTY: **711**) if you lose your card. If you fill out a Trip Log and mail it in, you will be reimbursed within 30 days.

You will not be reimbursed for trips if you do not get pre-approval.

How do I add an approved driver?

Call **1-855-933-6994** (TTY: **711**) between 8 a.m. and 5 p.m. Central time, Monday through Friday. You must get a trip number from Modivcare Customer Service on or before the day of your appointment. The approved driver must have a valid driver's license and car insurance for reimbursement.

What services are not covered?

The plan does **not cover** rides:

- For non-medical needs (shopping or visiting a friend)
 - To see a provider outside our provider network (without special authorization from BCBSTX CHIP)
 - To see a provider who is more than 75 miles away (without special authorization from BCBSTX CHIP)
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Other transportation services

You can get free bus or train passes to and from approved appointments through Modivcare VAS. Call Modivcare VAS at **1-855-933-6933** (TTY: **711**) at least two weeks before your appointment. Bus passes will be mailed to your home. You can also get a ride to WIC appointments, BCBSTX-sponsored health classes or member meetings.

Modivcare can also schedule a taxi, van (with wheelchair accessibility), a contracted car or commercial airline transportation services, including out-of-state travel.

Meals and lodging expenses for approved appointments can also be reimbursed.

Can I bring a child with me? What if I have more than one child?

A parent with one child may ride with Modivcare. Also, if the child or CHIP Member has special needs, a parent may ride with Modivcare. If you are a member who is a single caregiver and you have more than one minor child, you can ask Member Services to approve transportation for additional minor children through Modivcare VAS. An emancipated pregnant teen or a parent younger than 21 who is transporting their child may ride with Modivcare. Caregivers or other children must be approved by Blue Cross and Blue Shield of Texas when the ride is scheduled. If your child requires a car seat, make sure to have it ready before your scheduled pickup.

Who can ride with Modivcare NEMT?



- Member and one child only
- Member and attendant (pre-approved)
- Member and service animal
- Minor (member) and parent or Legally Authorized Representative (LAR) with written permission of parent

Who can ride with Modivcare VAS?



- Member and more than one child

If you have questions about who is eligible to ride with you, call Modivcare 1-855-933-6994.



Who can schedule a ride?

- Adult members 18 or older
- Minor (member) parent, legal guardian or LAR
- Service coordinator, Member Advocate or Customer Advocate
- Medical providers
- Behavioral health coordinators or providers

What information do I need when scheduling a ride to and from an approved appointment?

- Member's full name, current address, date of birth and phone number
- Member's BCBSTX Member ID number
- Date and time of appointment
- Type of appointment
- Wheelchair van if needed or other additional help

To request a BCBSTX Member ID Card, please call the Customer Advocate Department at **1-888-657-6061** (TTY: **711**) between 8 a.m. and 5 p.m. Central time, Monday through Friday.



How far in advance do I need to schedule a pre-approved ride?

- Two business days in advance – for trips less than 75 miles. If the appointment is on a Monday, schedule the Thursday before.
- Five business days in advance – for trips more than 75 miles
- You can schedule a ride up to 60 days before your trip.

What should I do on the day of my approved ride?

- Your transportation provider will call to tell you their arrival time and give you their phone number.
 - Be ready 60 minutes before your pick-up time. Make sure to schedule your return ride home. After your appointment, the driver should arrive within 30 minutes. If you do not have a return pickup scheduled, call Modivcare **1-855-933-6993** (TTY: **711**). Your ride should arrive within 60 minutes.
 - The driver can come to your door but cannot enter your home.
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What do I do if I need to make changes to my ride or have questions?

- Call NEMT **1-855-933-6993** (TTY: **711**) Monday through Friday, 8 a.m. to 5 p.m. Central time. For transportation after a hospital discharge or for urgent care trips, the call reservation line is open 24/7.
- You can change a reservation, cancel a trip or ask questions. Try to call as far in advance as possible. But you must cancel at least one hour before the pick-up time.
- You can also use the Modivcare app to make changes to your ride

Is there a limit to the number of trips or distance traveled with Modivcare or Modivcare VAS?

- No, there is no limit on the number of trips or the distance you need to travel to preapproved appointments as long as the appointment is with an in-network provider. Call Modivcare before you schedule your long-distance appointment to find out more about preapproved appointments.
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What if I have a complaint about NEMT?

If you have a complaint about your ride, call Modivcare at **1-855-933-6994** (TTY: **711**).

If you have any questions about your Medicaid benefits or want a printed copy of our most current member materials, call the BCBSTX CHIP Customer Advocate Department phone number listed below. If you are dissatisfied with the service provided by Modivcare, please contact the Customer Advocate Department to file a complaint.

Important Phone Numbers	
Modivcare VAS Schedule a ride and get help from Where's My Ride	1-855-933-6993 (TTY: 711)
Customer Advocate Department Member Website	1-888-657-6061 (TTY: 711) www.bcbstx.com/chip

Blue Cross and Blue Shield of Texas complies with applicable federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability, or sex.

ATENCIÓN: Si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al 1-855-710-6984 (TTY: 711).

CHÚ Ý: Nếu bạn nói Tiếng Việt, có các dịch vụ hỗ trợ ngôn ngữ miễn phí dành cho bạn. Gọi số 1-855-710-6984 (TTY: 711).

Modivcare is an independent company that provides transportation services for Blue Cross and Blue Shield of Texas.