



**BlueCross BlueShield
of Texas**



**TEXAS
STAR Kids**
Your Health Plan * Your Choice



How to use your Non-Emergency Medical Transportation Value-Added Service

For BCBSTX STAR Kids Members

Customer Service: **1-877-688-1811 (TTY: 711)**

Service Coordination: **1-877-301-4394**

www.bcbstx.com/starkids

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

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STAR Kids members can schedule free rides to medical appointments and other related services through the Texas Medicaid Medical Transportation Program (MTP). This is a covered benefit through Texas Medicaid.

Call **1-877-633-8747** (TTY: **711**) for more information about MTP or to schedule a ride.

Who do I call if my ride is not covered through MTP?

If you are a Blue Cross and Blue Shield of Texas (BCBSTX) STAR Kids member and you are not able to get a ride through MTP, BCBSTX may be able to help. BCBSTX offers STAR Kids members free rides to non-emergency doctor visits, therapy, approved health classes, WIC appointments, special BCBSTX events and member meetings as a Value-Added Service (VAS).

What is Non-Emergency Medical Transportation?

Rides through the BCBSTX VAS program are for Non-Emergency Medical Transportation (NEMT). This VAS is for BCBSTX STAR Kids members who have no other way to get to their health care appointments or BCBSTX member events. BCBSTX works with LogistiCare to provide your free VAS transportation. LogistiCare will schedule transportation that best meets your needs. You can travel with your own car, ask a friend or family member for a ride, or you can choose to take public buses, vans, or taxis.

Let us know if you need a wheelchair van and we will arrange one for you. You can also qualify through our VAS program to get reimbursement for mileage for scheduled trips, but this must be approved before the trip is taken.

What is the BCBSTX Ride Share program?

As part of the Value-Added Service, BCBSTX now offers members rides to and from appointments scheduled in less than 48 hours. The Ride Share Program provides curb-to-curb transportation in a standard vehicle to and from medically necessary covered health care appointments, therapy, the pharmacy, WIC visits, BCBSTX member events and meetings and approved health classes that will be held in less than 48 hours.

What services can I get a ride to?

These services include but are not limited to: medical appointments, therapy visits, WIC appointments, or a BCBSTX sponsored health care class.

How do I schedule transportation?

Note: NEMT is a part of the Medicaid benefit for a STAR Kids member, so you should call MTP first to schedule your ride at **1-877-633-8747**.

- If MTP cannot help you with getting a ride, call BCBSTX Customer Service toll-free at **1-877-688-1811** to schedule a ride with LogistiCare.
 - Rides can be scheduled for appointments that will occur in less than 48 hours but please try to provide as much advance notice as possible.
 - BCBSTX reserves the right to determine the best mode of transportation appropriate for the NEMT request. Vehicles may include ride-share services, bus, train, vans, taxi or other public transportation.
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- Please have this information ready when you call:
 - Your full name, current address, and phone number
 - Your member ID number
 - The date you want to ride
 - The name, address, and phone number of where you are going
 - What kind of appointment you are going to
 - If you will need a wheelchair van or some other kind of help during your trip

Who can use NEMT?

BCBSTX STAR Kids members may be eligible to use the VAS NEMT if MTP is unable to assist you with getting a ride to your medical appointment. Call BCBSTX Customer Service at **1-877-688-1811**, then choose the transportation option to find out if you qualify for NEMT services. If you have hearing or speech loss, call the TTY line at **711**.

Members ages 17 and younger must travel with a parent, guardian, or other adult approved by the parent over the age of 21, unless the member is an emancipated pregnant teen or a parent younger than the age of 21 who is transporting their child. Caregivers must be approved to ride by BCBSTX when the ride is scheduled. You must bring your own car seat or booster seat for babies or small children. You will need to keep your car seat or booster seat with you at your appointment.

How do I get reimbursement for transportation costs?

You can get reimbursement for transportation costs through our VAS transportation provider LogistiCare. The money owed to you for your NEMT will be loaded onto your Comdata® MasterCard every week. You can use the card to make purchases anywhere that accepts MasterCard. Call LogistiCare at **1-855-933-6993** (TTY: **1-866-288-3133**) to register for the Comdata® Mastercard and to get the reimbursement approved before your appointment. You cannot get reimbursed if you do not get approval first.

If you have any questions about our VAS, or if you want a printed copy of our most current member materials, please call the BCBSTX Customer Service number on the back of your member ID card.

Can I bring my other children?

The BCBSTX VAS NEMT is only meant to transport the member or one parent, guardian or other approved adult over the age of 21 and the child member. However, if you are a member who is the single caregiver, and you have more than one minor child in your care, you can ask BCBSTX to approve transportation for additional minor children.

Who can schedule a ride?

- Members who are at least 18 years of age
- Member's parent, legal guardian, or authorized representative
- Plan case manager or other plan representative, medical providers, and facilities
- Behavioral health facility representatives and providers

When do I call to schedule my ride?

You can make reservations up to 60 days in advance, but BCBSTX will make sure you are still eligible before the trip.

What do I do after I schedule my trip?

Note: This does not apply to bus trips.

- The transportation provider will call you and tell you the time of your pickup and give you their telephone number. Keep this number handy.
 - Be ready 60 minutes before your pickup time. The driver can come to your door to help you if you need it, but cannot come into your home.
 - If you have a scheduled ride back, your ride should pick you up no more than 30 minutes after your appointment is over.
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- If you have to call your transportation provider for pick up after your appointment, your ride should arrive in less than 60 minutes.
- If you have to wait longer than 60 minutes, call the number the transportation provider gave you.
- If your ride does not show up, call BCBSTX at **1-877-688-1811** then choose the transportation option. If you have hearing or speech loss, call the TTY line at **711**.

Taking the bus?

- Call BCBSTX at **1-877-688-1811** to schedule your ride through the VAS program.
- Tickets or passes will be delivered to your home or mailed to you at the address you have on file with BCBSTX.
- Get a bus route map and use it to plan your trip.
- Be at the bus stop at least 10 minutes before the bus is scheduled to arrive.
- Make sure you have your bus pass ready when you board the bus.

What do I do if I need to cancel or change my trip?

Call the BCBSTX VAS LogistiCare Ride Assist line at **1-855-933-6994** to change or cancel your ride. Please call as soon as you know of the change. If you do not keep your appointment, you will be marked as a no-show. It is best that you call at least one hour before your scheduled pick up time. Your courtesy allows us to better serve other members.

Is there a limit to the number of trips I can schedule or the distance I can travel using the BCBSTX NEMT VAS?

No, there is no limit to the number of trips you can schedule for approved appointments, meetings or sick child visits. There is also no limit to the distance you can travel for an approved health care appointment.

What if I am unsure of the time of my return trip?

If you are not sure when you will be finished with your appointment, please call the BCBSTX VAS LogistiCare Ride Assist line at **1-855-933-6994** to make arrangements for your ride after your appointment. For hearing impaired members, please call **1-866-288-3133**. Please have the address where you need to be picked up available. Transportation will arrive within an hour.

What are the steps to get reimbursement for mileage?

- You must get a trip number when you make your trip reservation. You must have it before you take your trip. You will not be able to get reimbursement if you take the trip without getting a trip number.
- A member or a caregiver can ask for mileage reimbursement when the call is made for a trip reservation. The customer service representative will take the driver's information when the reservation is made.
- The driver must fill out the trip log that was mailed to the member.
- Reimbursement for mileage will be made within 30 days after the trip log is turned in to LogistiCare.
- You do not need a checking account to receive a Comdata® MasterCard.

What happens if I lose my reloadable Comdata MasterCard?

Please call BCBSTX Customer Service toll-free at **1-877-688-1811** (TTY: **711**), then choose the transportation option if you have lost your re-loadable Comdata MasterCard. LogistiCare can help order you a new card.

What if I have a complaint?

If you have a complaint about your ride, please call BCBSTX Customer Service toll-free at **1-877-688-1811** (TTY: **711**) and we will be happy to help you.

Important phone numbers

STAR Kids Medicaid MTP
Customer Service **1-877-633-8747** (TTY: **711**)

BCBSTX Customer Service **1-877-688-1811** (TTY: **711**)

LogistiCare Ride Assist
(Where's My Ride) **1-855-933-6994**

LogistiCare Hearing Impaired (TTY) Line **1-866-288-3133**

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To get auxiliary aids and services, or to get written or oral interpretation to understand the information given to you, including materials in alternative formats such as large print, braille or other languages, please call BCBSTX STAR Kids Customer Service at **1-877-688-1811** (TTY/TDD: **711**).

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**).

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