



**BlueCross BlueShield
of Texas**



Transportation Benefits

For BCBSTX STAR Members

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

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

www.bcbstx.com/star



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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

STARM-6293-23

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Non-Emergency Medical Transportation (NEMT)

STAR members can get rides to medical appointments and other related services through ModivCare at no cost. Blue Cross and Blue Shield of Texas (BCBSTX) contracts with ModivCare to provide non-emergency transportation services (NEMT) to STAR members as a covered benefit through Texas Medicaid.

Call **1-866-824-1565** (TTY: **711**) between 8 a.m. and 5 p.m. Central Time, Monday through Friday, for more information about NEMT or to schedule a ride.

What services are covered through Texas Medicaid NEMT?

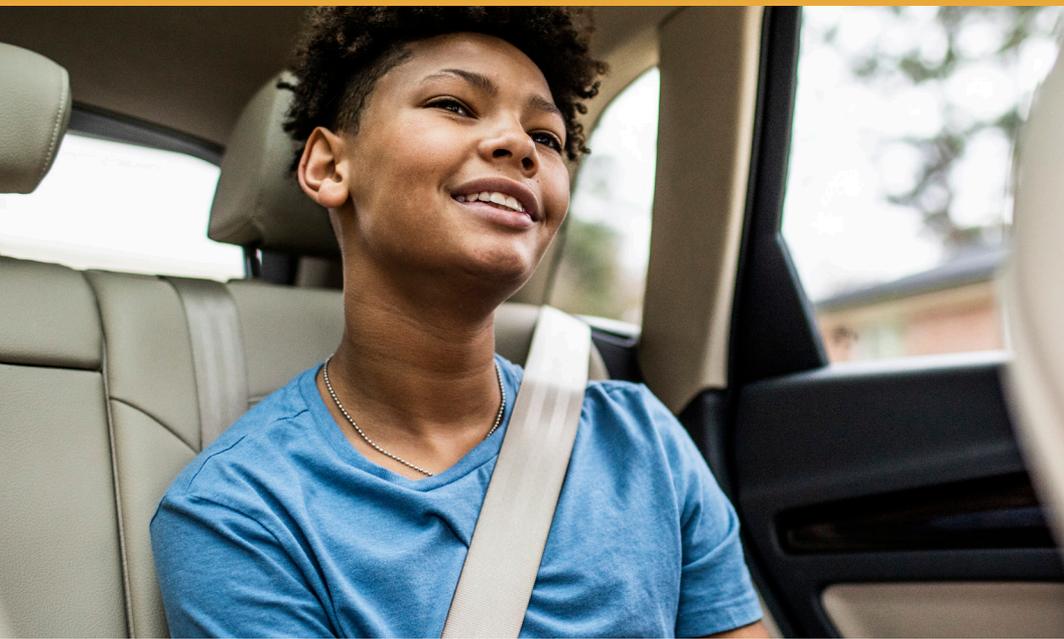
The plan offers rides at no cost to you when you have no other way to get yourself/your child to:

- A doctor's appointment
- An appointment with another health care provider
- A dental appointment
- A pharmacy

Medicaid also covers trips for urgent care. You can get a ride home after a discharge from a hospital or travel to the pharmacy with less than a 48-hour notice.

Who can ride using NEMT?

- A STAR member
 - An NEMT attendant can ride with a member
 - The member's service animal for necessary personal or mobility assistance
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Who can be an NEMT attendant?

- For members under 18 years of age, an NEMT attendant can be the member's parent, guardian or another legally authorized representative (LAR) who has been given permission in writing by the parent or guardian to ride with the member.
- For members over 18 years of age, an NEMT attendant can be another adult who has been given written permission to ride with the member. Be sure to ask ModivCare to give you the documents you need to get approved when you call to schedule your ride.

Who can schedule a ride?

- members who are at least 18 years of age
 - member's parent, legal guardian or authorized legal representative
 - plan case manager or other plan representative, medical providers and facilities
 - behavioral health facility representatives and providers
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How will I get to my appointment?

ModivCare will schedule transportation and other services that best meet your/your child needs. This can include:

- public transportation such as a bus or train
- prearranged rides or shared rides in a taxi, van or contracted car
- transportation in your own car or with a friend or family member with participant mileage reimbursement
- meals and lodging during travel to an approved appointment
- advanced funds for expected travel costs
- commercial airline transportation services, including out-of-state travel

Let us know if you need a wheelchair van and we will arrange one for you.

When do I need to schedule my ride?

- All trips must be approved before travel is taken.
- For trips under 75 miles, call to schedule your ride at least two business days before the date of the scheduled appointment. For example, if your child's appointment is on Monday, call ModivCare by Thursday the week before.
- For trips more than 75 miles, call to schedule your ride at least five business days before the date of the scheduled appointment. For example, if your child's visit is on Thursday, call ModivCare by Friday the week before.

Have the following information ready before you call ModivCare to schedule your ride:

- member's full name, current address and phone number
- member's BCBSTX member ID number
- date and time of the appointment
- name, address and phone number of where you are going
- type of appointment you are going to
- if you need a wheelchair van or some other kind of help during your trip

Can I bring my other children?

NEMT is only meant to transport the member or one parent, guardian or other approved adult over the age of 18 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 about the Extra Help Getting a Ride Value Added Service (VAS).

You can schedule a ride up to 60 days before your trip. BCBSTX will make sure you are still eligible before the day of the trip.

What do I do after I schedule my trip?

Note: This does not apply to bus trips.

- The transportation provider will call 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 if you need help getting to the vehicle, but cannot come into your home.
- If you have already scheduled a time for your return ride home with ModivCare, you should expect your driver to pick you up no more than 30 minutes after your scheduled time.
- If you do not have a return pickup scheduled ahead of time, call ModivCare at **1-866-824-1565** (TTY: **711**) after your appointment to let them know that your appointment is over. Your ride should arrive in less than 60 minutes.
- If you have to wait longer than 60 minutes, call ModivCare.

Taking the bus?

- Call ModivCare at **1-855-933-6993** 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.
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How do I get reimbursement for transportation costs?

The money owed to you for pre-approved trips taken through NEMT will be loaded onto a Comdata® MasterCard every week. Call ModivCare at **1-866-824-1565** (TTY: **711**) to register for reimbursement through the Comdata® Mastercard. You can use the card to make purchases anywhere that accepts MasterCard. **You cannot get reimbursed for a trip if you do not get approval first.**

What are the steps to get reimbursement for mileage?

- You must get a trip number on or before the day you take your appointment 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 to schedule a trip. The customer service representative will ask for the driver's information when the trip is scheduled.
- Customer Service will mail the registration paperwork and a trip log to the member or the member's parent, guardian or another authorized adult.
- The member or caregiver must fill out the paperwork provided by ModivCare and must have a valid driver's license and car insurance to qualify for mileage reimbursement.
- The driver must fill out the trip log for each trip and return it to ModivCare.
- Reimbursement for mileage will be made within 30 days after the trip log is turned in to ModivCare.

Note: ModivCare can answer any other questions you have about reimbursement when you call to schedule your trip.

Who do I call if I have questions, want to schedule a trip or need to make changes to my scheduled ride?

Call the NEMT Where's My Ride line 24 hours a day, seven days a week at **1-866-824-1565** (TTY: **711**) to:

- make changes to your reservation, cancel a trip or ask questions about a ride that has already been scheduled
- schedule a return ride home after a medical appointment if a return was not scheduled before your visit
- report a ride that is more than 15 minutes late
- get a ride home after a hospital discharge
- get a ride to an urgent care center after hours

Please call as soon as you know of a change to your/your child's appointment or schedule. 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. Have the address of your destination ready for the Where's My Ride customer service representative.

Is there an app for that?

ModivCare has an app that allows you to schedule your medical ride and make updates to your trip. Search "ModivCare" on either Google Play® or the Apple App Store® to download. You must have an email address or create new one to set up 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 a live agent
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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. There is also no limit to the distance you can travel for an approved health care appointment.

What if I have a complaint about NEMT?

If you have a complaint about your ride, call ModivCare at **1-866-824-1565** (TTY: **711**).

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

If you need a ride for a non-emergency medical trip that is not covered through Texas Medicaid, BCBSTX offers Extra Help Getting a Ride as a VAS. This includes transportation for covered services where the parent needs to bring more than one child. Call **1-855-933-6993** (TTY: **711**) to find out more.

If you have any questions about your Medicaid benefits or want a printed copy of our most current member materials, call the BCBSTX STAR Customer Advocate Department phone number listed below.

Important Phone Numbers

ModivCare NEMT **1-866-824-1565** (TTY: **711**)

Make a reservation, file a complaint and get help from Where's My Ride

ModivCare VAS **1-855-933-6993** (TTY: **711**)

Extra help getting a ride (If your ride does not qualify for NEMT)

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

Member Website **www.bcbstx.com/star**

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 has contracted with Blue Cross and Blue Shield of Texas to provide transportation services for members with coverage through BCBSTX.

BCBSTX makes no endorsement, representations or warranties regarding third-party vendors and the products and services offered by them.

