

# **Managed Care Transportation Guidelines**

*A managed care plan will be Blue Plus, UCARE, or Medica. Managed care is a type of health insurance and not straight MA.*

**Follow these steps if you have an upcoming medical appointment and the driver is a friend, family member or yourself or if you need a driver and are not enrolled in one of the plans listed below.**

- Prior to your scheduled appointment call social services at 218-634-2642
- Provide our agency with your name, appointment date, time, location and name of driver.
- Pick up a travel reimbursement form from social services to take with you to your appointment. The completed form will need to be signed by the client, driver, and medical professional who can confirm your appointment visit.
- After you return home from your appointment, bring the completed and signed travel reimbursement form to social services. The driver will be reimbursed \$.22 per mile within 30 days of the date you return the form.
- If you do not notify the agency prior to going to your medical appointment, you **will not** be reimbursed.
- If you have an emergency medical appointment, contact the agency as soon as possible to discuss reimbursement.

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**Follow the steps below for the appropriate health plan when you need a driver to transport you to a medical appointment because you do not have a car, friend or family member available to drive you.**

## **Blue Plus Client**

1. At least 2 **business** days in advance of your appointment, call BlueRide at 1-866-340-8648. They are open Monday – Friday 8:00 am – 5:00 pm. You may also go to the BlueRide Transportation Request form online at <https://www.bluecrossmn.com/our-plans/medical-assistance-medicaid/medical-assistance-resources/blueride-transportation> at least 5 days in advance of your appointment to request a driver and approval of a medical trip.
2. The Blue Ride phone representative will need your Blue Plus member ID number, appointment date, time, and medical facility name and address. Be aware that you may be placed on hold for a lengthy time.
3. After obtaining approval from Blue Ride, call social services at 218-634-2642 with the same appointment information you provided to Blue Ride.
4. Social services will schedule a driver, if one is available, to transport you to your approved medical appointment. The driver will contact you to arrange a pick-up time.

## UCare Client

1. At least two **business** days in advance of your appointment, call Health Ride Transportation at 1-800-864-2157. They are open Monday – Friday 7:00 am – 8:00 pm.
2. The UCare phone representative will need your UCare member ID number, appointment date, time, and medical facility name and address. Be aware that you may be placed on hold for a lengthy time.
3. After obtaining approval from UCare, call social services at 218-634-2642 with the same appointment information you provided to UCare.
4. Social services will schedule a driver, if one is available, to transport you to your approved medical appointment. The driver will contact you to arrange a pick-up time.

## Medica Client

1. At least five **business** days in advance of your appointment, contact Medica Member Services at the number on the back of your Medica ID card.
2. The Medica phone representative will need your Medica member ID number, appointment date, time, and medical facility name and address. Be aware that you may be placed on hold for a lengthy time.
3. After obtaining approval from Medica, call social services at 218-634-2642 with the same appointment information you provided to Medica.
4. Social services will schedule a driver, if one is available, to transport you to your approved medical appointment. The driver will contact you to arrange a pick-up time.

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In the event you cannot attend your scheduled appointment you **MUST** contact your health plan at the numbers provided above and social services at 218-634-2642.

Social services will contact the driver to inform them of your change of plans.