



free rides



**Get a Ride to the
Doctor or Pharmacy**

A guide to getting
where you need to go



We can get you where you need to go.

It's easier to look after you and your family's health if you can make it to the doctor and pick up the medicine you need on time.

That's where we come in.

Verida provides free, non-emergency trips for care and services covered by TennCareSM. And we can help you work with them every step of the way.

It's easy to set up a ride.

You'll need to schedule most rides two business days in advance. See more about scheduling on pages 2 and 3.

Your free ride options are based on your needs.

We want what's best for you. The details are on pages 4 and 5.

Make your ride a good experience.

Learn more about cancellations, timing of return trips and more on pages 6 and 7.

Who do I call for a ride?

Go to pages 2 and 3 to quickly figure out who to call when you need a non-emergency ride.

Planning ahead helps.

Use the handy trip planning info and checklist on pages 8 and 9.



ALWAYS CALL 911 IN AN EMERGENCY.



It's easy to set up a ride.

Just call Verida to schedule your trip. Their call center is open 24 hours a day, 365 days a year. They can help you schedule urgent rides (like rides to dialysis) and non-emergency ambulance rides, too.

BlueCare's Verida **1-855-735-4660**

TennCareSelect's Verida..... **1-866-473-7565**

You can also schedule rides to the doctor or pharmacy online at **member.verida.com**.

If you need a ride to see an out-of-state doctor, or if you have a minor who will be traveling without an escort (in or out of state), give us a call to get an OK for these trips.

BlueCare **1-800-468-9698**

TennCareSelect..... **1-800-263-5479**



Special trips are available.

URGENT RIDES

There are times you can get help in a hurry, like when you're discharged from the hospital or if you need a ride to dialysis. Any ride scheduled less than two business days ahead is an urgent ride.

NON-EMERGENCY AMBULANCE RIDES

These rides are available if your doctor says in writing you need one.



**Be sure to book your ride at least
two business days before your appointment.**

The checklist on page 9 will help you get
ready to schedule.



EMPLOYMENT AND COMMUNITY FIRST CHOICES MEMBERS

Free community rides may be part of your support plan. Call your Employment and Community First CHOICES support coordinator so we can help you schedule.

FOSTER CHILDREN

The Department of Children's Services, or DCS, arranges most transportation, but Verida covers rides for some appointments. Call the Foster Parents Line at **1-888-422-2963** for help setting up the ride that's right for you.

Your free ride options are based on your needs.



SHARED RIDE

Most Verida trips are shared rides with others in a van or small bus. You may have to wait a little bit for pickup after your doctor visit.



MILEAGE REFUND

If you or someone else can drive to the appointment, Verida will refund mileage after your trip. There's a form to fill out and have your doctor sign.

Just call Verida to set this up. We're always happy to answer your questions, too.



BUS PASSES

This is a good choice if the bus stops are close to you and your doctor. Talk with Verida about the guidelines. Passes are available in cities with bus systems, including:

- › Bristol
- › Chattanooga
- › Clarksville
- › Franklin
- › Jackson
- › Johnson City
- › Knoxville
- › Memphis
- › Murfreesboro
- › Nashville



Make your ride a good experience.

KEEP IN MIND

- › Check your scheduled trips at **member.verida.com**.
- › Double-check the time you'll have to be ready to go. Your driver can wait five minutes when it's time to pick you up.
- › If you scheduled a return trip at a certain time, your ride shouldn't be more than 10 minutes late.
- › If you call for a return trip once you're finished, you may have to wait up to an hour.



“Where’s My Ride?”

If your ride doesn’t show up,
call Verida and choose prompt 3,
“Where’s My Ride?”

WHAT IF YOU NEED TO CANCEL?

You or your doctor may need to change an appointment. Verida asks that you give them a call as soon as you can.



Planning ahead helps.

- ❑ Make your doctor's appointment first.
- ❑ Book your ride at least two business days before your appointment.
- ❑ If you need to book an urgent ride, a ride to dialysis or a non-emergency ambulance, you'll need to call Verida. You can't schedule these rides online.

How to report a problem with a ride

We're happy to help with any problems you have with your ride. To file a complaint, just call us:

BlueCare **1-800-468-9698**

TennCareSelect..... **1-800-263-5479**

Verida is an independent company that offers transportation services to BlueCare Tennessee members and does not provide BlueCare Tennessee branded products or services.

My Verida Checklist

Verida Phone Number:

Your Personal Information:

Member ID number

Phone Number

Info needed for each ride:

What are you asking for?

☐ Shared Ride ☐ Bus Pass ☐ Mileage Refund

Before you call to book a ride, make sure you have this information:

- ☐ Your appointment date and time
- ☐ The name, address and phone number of your doctor or facility
- ☐ Where you'll need to be picked up
- ☐ When you think your appointment will end
- ☐ If someone will be with you (one friend, family member or caregiver)
- ☐ If you'll be bringing a child along (don't forget a car seat, if needed)
- ☐ If you need to go to the pharmacy after your appointment (make sure you have the pharmacy address as well)

Do you need any extra help?

- ☐ Help getting to or from the van or bus
- ☐ Help with a wheelchair (power or manual) or other equipment
- ☐ Other



BlueCareSM
TennCareSelect
CoverKids

1 Cameron Hill Circle | Chattanooga, TN 37402 | bluecare.bcbst.com

Do you need help? We have free auxiliary aids and services, like large print, to communicate effectively with you. Call us at BlueCare **1-800-468-9698**, TennCareSelect **1-800-263-5479**, CoverKids **1-888-325-8386** (TRS: **711**)

Spanish: Español ATENCIÓN: si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al BlueCare **1-800-468-9698**, TennCareSelect **1-800-263-5479**, CoverKids **1-888-325-8386** (TRS/TTY:**866-503-0264**).

Arabic: BlueCare **1-800-468-9698**, TennCareSelect **1-800-263-5479**, CoverKids **1-888-325-8386**:

عظوحدلم: اذا ملكنتت تغللا ةيبرعلا تامدخ ددعاسملا ةيوغللا ةرفوتم كل اناجم. لصت امقر

The **Beneficiary Support System (BSS)** helps people who are enrolled in or want to apply for the CHOICES, Employment and Community First (ECF) CHOICES, and the Katie Beckett program. For help call **888-723-8193**.

The TennCare Program does not discriminate against people because of their race, color, national origin including limited English proficiency and primary language, age, disability, religion, or sex. Need help filing a grievance? Call TennCare Connect at **855-259-0701**.

BlueCare Tennessee is an Independent Licensee of the Blue Cross Blue Shield Association.