

Transportation for Your BlueCare Tennessee Patients



If you have patients who can't get to covered medical and dental services or pick up prescriptions because they don't have transportation, let them know we can help. Our transportation vendor, Verida, can get them to and from their covered medical and dental visits or the pharmacy at no charge.

Scheduling Transportation

Verida offers three levels of service – curb-to-curb, door-to-door and hand-to-hand transportation. Please ask your patients to let Verida know if they need assistance, such as help getting in and out of the car or getting into the office, when they schedule their transportation. They should also let Verida know if they use a walker, a manual or power wheelchair that requires a lift, or if they need to bring an escort or plan to bring a child. Verida can also schedule repeat appointments like physical therapy.

Your BlueCareSM and TennCare*Select* patients can use Verida's member portal to arrange transportation or call Verida's toll-free customer service number for their plan. The Verida Call Center is open 24 hours a day, 365 days a year. Members can also download Verida's free mobile app from the App Store or Google Play to schedule rides.



**BlueCare Verida:
1-855-735-4660**

**TennCare*Select* Verida:
1-866-473-7565**

**Verida Member Portal:
member.verida.com**

Transportation Options

Most rides must be scheduled at least two business days before the patient's health care visit. Some special trips don't require scheduling two business days ahead, including:

Urgent Rides

- › Non-emergency health care services that must happen on the day of the request
- › Dialysis appointments
- › Same-day appointments with outpatient behavioral health providers
- › Discharge from a hospital or crisis stabilization unit

Non-Emergency Ambulance Rides

For these rides, providers must sign a Letter of Medical Necessity form. Verida offers three transportation options:

1. **Shared ride** – Vehicles pick patients up at an agreed-upon location. Most trips are shared rides, so patients may have to wait for pickup after their office visit.

BlueCare Tennessee members can bring their children (when childcare isn't available) or one family member or friend with them to their appointment. They must make these arrangements when the trip is scheduled.

2. **Bus passes** – Bus passes are available in some cities where bus systems operate, including:

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

Verida can let your patients know if this is an option where they live. If your patient is unable to ride public transportation because of a physical or behavioral health problem, you can sign a restriction form.

3. **Mileage reimbursement** – Patients who have access to a vehicle may drive themselves to receive covered medical services or ask a friend or family member to drive them. Verida will reimburse mileage costs as long as your patient returns a mileage reimbursement form signed by you that verifies they attended the appointment.

Transportation Benefits for Kids in State Custody

Family service workers from the Department of Children's Services arrange transportation to covered services for most children and teens enrolled in *TennCareSelect*. Exceptions include members:

- › On a home trial visit
- › Who attend intensive outpatient visits three to five times a week
- › Who need specialized help because of a physical or mental disability

In these cases, we can help families schedule transportation.

Cancellations and No-Shows

Patients who cancel or don't show up for rides three times in 30 days will be placed on probationary status and may have to take additional steps to schedule and confirm future transportation.

A ride will be counted as a cancellation or no-show when a patient:

- › Isn't at the requested pickup location at the agreed-upon time or doesn't come to the door when transportation arrives
- › Calls to cancel transportation after the driver has already left to pick them up
- › Tells the transportation driver they no longer need a ride at the time of pickup

"Where's My Ride"

If your patient has problems with a ride or their ride doesn't show up, they should call the Verida Customer Service number for their plan and choose prompt 3 "Where's My Ride." This will connect them to a Verida representative who can provide an estimated time of arrival or set up another ride, if necessary.

Addressing Complaints

We're happy to help resolve transportation-related complaints. To file a complaint, please call the customer service number on the back of your patient's member ID card or contact your provider network manager.

Facility/Provider Portal

Your office can schedule trips for patients who are BlueCare Tennessee members through the Verida facility/provider portal. To get started using the portal, please call Verida at the toll-free customer service number for your patients' plan.

Trip Audits

Verida conducts regular pre- and post-trip audits to make sure that our members use transportation for covered services only and trips go as planned. As part of these audits, Verida representatives may call your office. This is a normal part of their process, and you may release requested information.



For more information about your patients' transportation benefit, please visit bluecare.bcbst.com and select **Get a Ride** or go to member.verida.com.