



**BlueCross BlueShield
of Texas**



Extra Help Getting a Ride

For BCBSTX CHIP and CHIP Perinate Members

www.bcbstx.com/chip



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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Blue Cross and Blue Shield of Texas (BCBSTX) can help you get a ride to your health care appointments as part of our Value Added Services (VAS). You can also get rides to your health classes, dialysis, diabetic screenings or therapy. We can arrange for a wheelchair van, if need. Non-emergency medical transportation is provided by ModivCare.

How will I get to my appointment?

ModivCare will schedule transportation and other services that best meet your/your child's needs. Let us know if you need a wheelchair van and we will arrange one for you.



How do I use this VAS?

As a part of the BCBSTX VAS program, CHIP and CHIP Perinate members can get rides to medical appointments, member events and other related services. To use this VAS:

- Call ModivCare at **1-855-933-6993** (TTY: **711**) to schedule a ride.
- ModivCare can help CHIP members find a ride, a place to stay and get meals for doctor visits that are at least 75 miles away from home.
- If you have a scheduled appointment and get permission from BCBSTX ahead of time, you can be paid back for mileage if you drive your own car.
- Please schedule your ride at least three business days before your appointment, or 24 hours before a sick child visit.
- 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

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

Who can use this VAS?

Extra Help Getting a Ride is available to BCBSTX CHIP and CHIP Perinate members. Call ModivCare at **1-855-933-6993** (TTY: **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 ModivCare 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.

What services can I get a ride to?

The services you can get a ride to include but are not limited to medical appointments, therapy visits, WIC appointments, a BCBSTX sponsored health care class or member meetings.

Who can schedule a ride?

- Members who are at least age 18
- 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



When do I call to schedule my ride?

You can make reservations up to 60 days in advance. BCBSTX will make sure you are still eligible before the trip. For regular appointments, call at least three business days before your appointment, or you can call 24 hours before a sick child visit.

What do I do after I schedule my trip?

(**Note:** This does not apply to bus trips.)

After you schedule your trip:

- The transportation provider will call you and tell you the time of your pickup and give you their phone 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 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 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 the number the transportation provider gave you.
- If your ride does not show up, call ModivCare Where's My Ride at **1-855-933-6994** (TTY: **711**).



How do I get reimbursement for transportation costs?

You can get reimbursement for transportation costs through ModivCare. The money owed to you for your trip will be loaded onto your Comdata® MasterCard every week. You can use the card to make purchases anywhere that accepts MasterCard. Call ModivCare at **1-855-933-6993** (TTY: **711**) 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, call the BCBSTX Customer Service number on the back of your member ID card.

What are the steps to get mileage reimbursement?

- You must get a trip number when you make your trip reservation.
- You must have a trip number 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 ModivCare.
- You do not need a checking account to use the Comdata® MasterCard.



Taking the bus?

Call ModivCare at **1-855-933-6993** to schedule your ride through the VAS program. For bus trips:

- 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 BCBSTX VAS ModivCare Where's My Ride 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.



Can I bring my other children?

The VAS is only meant to transport the member and 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.

Is there a limit to the number of trips I can schedule or the distance I can travel using this 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 CHIP members 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, call BCBSTX ModivCare Where's My Ride at **1-855-933-6994** (TTY: **711**) to make arrangements for your ride after your appointment. Have the address where you need to be picked up available. Transportation will arrive within an hour.



What happens if the Comdata® MasterCard gets lost?

Call ModivCare toll-free at **1-855-933-6994** (TTY: **711**) if you lost your card.

What if I have a complaint?

If you have a complaint about your ride, call ModivCare toll-free at **1-855-933-6994** (TTY: **711**) and we will be happy to help you.

Important Phone Numbers:

ModivCare Schedule a Ride	1-855-933-6993 (TTY: 711)
ModivCare Where's My Ride	1-855-933-6994 (TTY: 711)
Customer Advocate Department	1-888-657-6061 (TTY: 711)
Member Website	bcbstx.com/chip

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 provides transportation services for Blue Cross and Blue Shield of Texas.

