

# PROVIDER QUICK POINTS

## PROVIDER INFORMATION



January 23, 2014

### **Transportation changes back to BlueRide for MHCP subscribers**

In 2013, Blue Plus began working with a large transportation coordinator, Medical Transportation Management, Inc. (MTM) for our Minnesota Health Care Programs (MHCP) subscribers. Blue Plus entered into this arrangement because we hoped to improve our MHCP subscribers' experience with scheduling transportation for their medical appointments. Our plans for this improved experience have not been as successful as we had expected, and Blue Plus is returning to our original BlueRide program immediately. We believe this aligns with the input we have received from our providers.

This transition will take some time to complete. In the interim, calls to BlueRide may experience longer wait times than usual. Please be patient with us during this transition.

#### **Question & Answer**

##### **Will you need a new contract?**

No, Blue Plus will not be re-issuing provider service agreements as the existing documents are still in effect.

##### **Will BlueRide's number change?**

No, the BlueRide phone number will remain the same (**651-662-8648** or toll free at **1-866-340-8648**). Continue to use the same transportation process as you did in 2013.

##### **If a ride has already been scheduled by MTM, what will happen to that ride?**

Blue Plus will be transferring information into our system so we have a record of the ride. We will contact the vendor to ensure they have received the ride request. In many instances, the ride will be scheduled with the same transportation provider who was originally scheduled. In other instances, Blue Plus will be scheduling that ride with one of our participating transportation providers. We will review the type of ride scheduled to confirm it is appropriate. We will be calling subscribers who have scheduled rides to confirm their appointments.

##### **Will the subscriber need to call BlueRide to reschedule the ride?**

No, they will not need to call again. We have received a list of scheduled rides from MTM and will be transferring the information into our system. However, a subscriber may confirm their scheduled ride by calling BlueRide at (**651**) **662-8648** or toll free at **1-866-340-8648**.

##### **Will Blue Plus be communicating this change to subscribers?**

At this time, Blue Plus is not sending a letter to subscribers. We will be calling subscribers who have scheduled rides to confirm their appointments.

#### **Additional information**

Additional information on BlueRide is available in the Provider Policy and Procedure Manual, Chapter 11, Coding Policies and Procedures, (Public Programs). To access the manual go to [providers.bluecrossmn.com](http://providers.bluecrossmn.com) and select Forms & publications then manuals. If you have questions, please contact provider services at (**651**) **662-5200** or **1-800-262-0820**.