

Quick Points



December 9, 2011

Change for members for special transportation services

Blue Plus has communicated with its members who may be eligible for Special Transportation Services (STS) about a change to how special transportation must be scheduled in order to be considered for coverage under the member's benefits. This Quick Points is to inform you of this process for STS rides that are provided to eligible members. Effective January 1, 2012, all STS rides must be scheduled through the BlueRide staff. The STS providers should no longer schedule or provide rides requested directly by members or their representatives.

BlueRide will schedule the rides and fax information to the STS providers directly with the detailed information regarding the rides. It will be imperative that STS providers keep all administrative information up to date at Blue Plus.

BlueRide can be reached at **(651) 662-8648** or toll-free at **1-866-340-8648**. Although BlueRide will occasionally schedule same-day rides depending on provider availability, we require at least 24 hours in advance in the metro area and two business days in advance for greater Minnesota.

STS providers will be notified of scheduled rides via fax from the BlueRide staff.

Physician Certification of Need (CON)

This is a reminder that all non-institutionalized members must have a complete, signed CON on file with the STS provider and Blue Plus prior to the provision of STS transportation. Signed forms will be valid for one year from date of the medical provider's signature. Any CONs that are incomplete or unreadable will be considered invalid and returned to the STS provider. CONs should be faxed by the STS provider to BlueRide at **(651) 662-2844** before transportation is provided.

Claims submitted for services provided without a valid CON on file at Blue Plus will not be paid.

Medical providers are NOT obligated to sign a CON. The medical provider will use its professional judgment to determine if the member requires special transportation and indicate that on the CON.

Questions?

If you have questions, please contact BlueRide at **(651) 662-8648** or toll-free at **1-866-340-8648**.