

PROVIDER QUICK POINTS

PROVIDER INFORMATION



May 4, 2016

New BlueRide Email Notification Option for Skilled Nursing Facilities

Effective April 25, 2016, Blue Cross and Blue Shield of Minnesota and Blue Plus (Blue Cross) added the option to email BlueRide requests for Common Carrier or Special Transportation services for Blue Advantage Prepaid Medical Assistance Program (PMAP), Minnesota Senior Care Plus (MSC+) and SecureBlue subscribers.

Skilled Nursing Facilities are encouraged to email ride requests that are more than 48 hours before the desired pick up time to: BlueRide.Intake@bluecrossmn.com

In addition, all Common Carrier or Special Transportation Forms, that need to be completed and attached to the email ride requests, are available on the Blue Cross website. To access the various forms, including the new Common Carrier Ride Request Form or the new Special Transportation Ride Request Form, follow these steps:

1. Go to **providers.bluecrossmn.com**
2. Under “What’s inside” select “Forms & Publications”
3. In the “Select a Category” drop down option choose “forms-clinical operations”

Include the following information in in your email ride request to BlueRide.Intake@bluecrossmn.com

- Attach the completed Common Carrier Ride Request Form **or** the Special Transportation Ride Request Form (incomplete forms will be returned).
- Accommodations should be listed in the *Notes to Transportation Provider* field of the Common Carrier Ride Request Form **or** the Special Transportation Ride Request Form (i.e., measurements for extra wide wheelchairs).
- Special requests should be included in the email and will be honored when possible (i.e., preferred transportation company).
- Attach the completed Transportation 30/60 Exception Request Form when transportation is needed for rides over 30 miles for Primary Care or 60 miles for Specialty Care (not required for dentist).
- Copy (Cc) any stations or personnel needing to know of the ride, as a confirmation email will be sent when the ride is scheduled.

Additional information

Rides can only be scheduled for one month at a time due to eligibility verification.

Emails should not be sent when the ride needs to be scheduled less than 48 hours from the desired pick up time.

If a scheduled ride requires cancellation, call the transportation company first, then email BlueRide.Intake@bluecrossmn.com to notify us of the cancellation.

Email is the new preferred method of ride requests versus the current fax program because it is more administratively efficient and timely for both parties. Blue Cross encourages you to use this email option to the highest degree possible. However, if you can only fax the request, please continue to use the fax program with the new Common Carrier Ride Request Form or the new Special Transportation Ride Request Form.

Questions?

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

QP11-16

Distribution: Available on providers.bluecrossmn.com

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L264R03 (12/13)