

# PROVIDER QUICK POINTS

## PROVIDER INFORMATION



June 6, 2018

### Change to Call Center for Transportation for MHCP Members

Effective August 1, 2018, Blue Plus will be collaborating with LogistiCare for scheduling of transportation services. LogistiCare is a company that specializes in back end functions such as call center and claims payment for non-emergency transportation (NEMT) services. On August 1, 2018, LogistiCare will begin answering the BlueRide calls to schedule transportation for Blue Plus Minnesota Health Care Programs (MHCP) members to their medical, dental and pharmacy appointments.

Members will continue to call BlueRide at **(651) 662-8648** or **1-866-340-8648** (TTY/TDD 711) to schedule their transportation. LogistiCare will schedule the ride and communicate the ride and confirmation number to the selected transportation company.

LogistiCare will provide the following enhancements for the transportation providers:

- Dedicated provider line – transportation providers will be able to call **1-855-933-6989** to speak directly to a BlueRide representative.
- Enhanced transportation portal which gives the provider the ability to:
  - Validate previous and upcoming rides
  - Enter turnback's and no shows
  - Update provider demographics including hours of service and fleet information

Training will be provided on the new portal by LogistiCare. There will be **in-person and webinar sessions** for the transportation providers on the following dates:

- Wednesday, June 20, 2018 – 9:00am – 11:00am **or** 1:00pm – 3:00pm
- Thursday, June 21, 2018 – 10:00am – 12:00 pm **or** 3:00pm – 5:00pm

In person trainings will be held at:

Blue Cross Blue Shield of Minnesota, River Park I  
3400 Yankee Drive, Eagan, MN 55121

If you are attending in person, RSVP for your selected choice 1 and choice 2 in person training by emailing [Transportation.Liaison@bluecrossmn.com](mailto:Transportation.Liaison@bluecrossmn.com). Please respond with the names of those individuals (up to 2 people) that will be attending the training. If bringing your own laptop, please indicate that in the email.

If you are attending via webinar, RSVP for your selected webinar choice by emailing [Transportation.Liaison@bluecrossmn.com](mailto:Transportation.Liaison@bluecrossmn.com). A link will be sent to you before the training session.

Providers need to complete the LogistiCare Electronic Data Exchange (EDI) packet that was emailed to you on June 4, 2018, from [Transportation.Liaison@bluecrossmn.com](mailto:Transportation.Liaison@bluecrossmn.com). As indicated in the email, this completed packet needs to be emailed to [Transportation.Liaison@bluecrossmn.com](mailto:Transportation.Liaison@bluecrossmn.com) by 3pm on June 8, 2018, in order to have your login credentials set up for the training session.