

PROVIDER QUICK POINTS

PROVIDER INFORMATION



September 14, 2018

Update: Change to Call Center for Transportation for MHCP Members

The information in this Quick Points updates Provider Quick Points QP60-18, which was published on August 1, 2018. The reason for this update is to announce the new effective date of October 1, 2018.

The new effective date for the BlueRide Call Center transition to LogistiCare is October 1, 2018. On October 1, 2018 LogistiCare will begin answering BlueRide calls to schedule non-emergent medical 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 information and confirmation number to the assigned transportation company.

If you didn't attend the LogistiCare training in July and would like to receive the training video, send an email to Transportation.Liaison@bluecrossmn.com. Providers who need access to the LogistiCare Portal can request a LogistiCare Electronic Data Exchange (EDI) packet by emailing Transportation.Liaison@bluecrossmn.com.

Providers may use the following numbers and emails to contact LogistiCare:

- **Dedicated phone and fax numbers for transportation providers**
 - 855-933-6989 MN Transportation Provider phone number
 - 855-933-6990 MN Transportation Provider Fax
- **Dedicated phone and fax numbers for facilities** (including care coordinators, hospital discharges, network medical providers who schedule transportation, etc.)
 - 855-933-6991 MN Facility phone number
 - 855-933-6992 MN Facility Fax
- Email for transportation providers to submit turnback's, no-load mileage (deadhead) requests, etc.
 - requests with dates of service October 1, 2018 and after: BlueRideIntake@logisticare.com.
 - for rides before October 1, 2018 continue to send an email to: Transportation.Liaison@bluecrossmn.com