

We can help you get there

Blue Cross Complete provides transportation for our members

Need a ride to your doctor's office, to pick up a prescription or for other medical services? Blue Cross Complete of Michigan's ride service can help you get there.

How do I schedule transportation?

You can schedule transportation by calling **1-888-803-4947** for a ride to and from covered medical services that aren't emergencies. TTY users should call 711. Schedule your ride at least two business days before your appointment. Have your Blue Cross Complete member ID card available when you call. In case of an emergency, call 911.

You can also schedule transportation online. Follow these steps:

Go to Step 1 to set up your online account.

Go to Step 2 if you have already set up your online account and want to schedule transportation.

1. Set up your online account.

- Go to member.logisticare.com*
- Click the green *Log In / Register* tab.
- Click *Create My Account*.
- Complete the fields to pre-register, then click *Continue*.
- You'll receive an email from LogistiCare. Click on the link provided.
- Complete the fields to verify your member information.
- Click *Find Member* and follow the instructions to finish setting up your account.

2. To schedule transportation online, go to member.logisticare.com*

- Click the green *Log In / Register* tab.
- Sign in with your email and password, then click *Log In*.

Make sure you keep both your reservation number and your confirmation number. You should receive your confirmation number within 24 hours.

Same-day scheduling isn't available online.

If you need to schedule an urgent or same-day ride, call **1-888-803-4947**.

Where can the ride service take me?

You can get rides to and from all medical services covered by Blue Cross Complete. This includes rides to and from:

- Your doctor's office
- Your pharmacy to pick up prescriptions
- Your durable medical equipment supplier
- The hospital and then home after you've been discharged

How soon should I schedule a ride?

You should schedule rides at least two business days before your appointment. If you can't give two-days notice, you can still schedule a ride, but you will need to call us rather than make an online reservation.

What should I do if I need to cancel a ride?

If you need to cancel a ride, call **1-888-803-4947** at least four hours before your appointment.

What do I need when I call or schedule online?

When you call or go online to schedule your ride, please have your Blue Cross Complete member ID card ready. You'll also need the date and time of your appointment and the address and phone number of your doctor's office.

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Blue Cross
complete
of Michigan

Confidence comes with every card.®

Please cut out this card and keep it with you. Rides need to be scheduled two business days in advance.

Free transportation

For rides to medical services covered by Blue Cross Complete of Michigan, call or go online:

1-888-803-4947

TTY users call **711**.

member.logisticare.com

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When will I be picked up for my appointment?

You'll be picked up about one hour before your appointment.

How many people can ride with me?

You and one other passenger are allowed. But, if you're the caregiver and have up to four children younger than 18 in your care at the time of the scheduled appointment, the children are allowed to ride with you. You must inform the ride service of the additional passengers at the time you schedule your ride.

Do you provide car seats and wheelchairs?

No. You're required to provide all necessary child safety or booster seats and any required medical equipment, such as wheelchairs and oxygen tanks. Riders without proper safety equipment or medical equipment won't be transported.

How do I get home?

You can schedule a return trip at the time you make your reservation. If you don't know when you'll need a return ride, call for a Will Call ride when you're ready to be picked up at [1-888-803-4947](tel:1-888-803-4947). Please note that the wait for a Will Call pick-up could be up to 60 minutes.

What if I need regular rides?

If you have regular appointments for treatments, such as dialysis, we can set up a series of rides to meet your needs.

How do I schedule same-day or urgent trips?

Call [1-888-803-4947](tel:1-888-803-4947). TTY users should call 711. Typical reasons for urgent visits include:

- Visits to your doctor if you are pregnant
- Sick visits
- Follow-up appointments scheduled within 24 hours of a hospital discharge
- Any transportation request from the health plan

Who can schedule rides?

Rides can be scheduled by:

- Members who are 18 and older
- Teens seeking family planning or pregnancy-related services
- Your parent, legal guardian or authorized representative
- A Blue Cross Complete case manager
- A hospital discharge planner
- A social worker

Do I pay for rides?

No. These rides are free for covered medical services and are part of your Blue Cross Complete health care benefits.

What if I have feedback about my ride?

If you want to tell us about your ride or have any concerns, call Blue Cross Complete's Customer Service at [1-800-228-8554](tel:1-800-228-8554), 24 hours a day, seven days a week. TTY users should call [1-888-987-5832](tel:1-888-987-5832).

Other transportation options

When you schedule your ride, we'll determine the best kind of transportation for you. The ride service uses a network of local transportation vendors, so you may be picked up by a cab company, a wheelchair-equipped van or another type of vehicle.

In certain situations, you may use bus tokens or mileage reimbursement. Bus tokens may be offered if you're able to ride the bus and the bus route is within a quarter mile of your home.

If you have your own transportation and choose to drive yourself, you can get reimbursed for your mileage. To get reimbursed, call [1-888-803-4947](tel:1-888-803-4947) before going to your appointment and request a mileage reimbursement form. You'll need to complete the form, have your doctor sign it and mail it as instructed. If you have a relative or neighbor drive you, you can use the form to reimburse him or her.

For more transportation assistance, visit Resources at MiBlueCrossComplete.com. Or call Blue Cross Complete's Customer Service at [1-800-228-8554](tel:1-800-228-8554), 24 hours a day, seven days a week. TTY users should call [1-888-987-5832](tel:1-888-987-5832).

For questions about your benefits, call:

Blue Cross Complete of Michigan
Customer Service
[1-800-228-8554](tel:1-800-228-8554)
24 hours a day, seven days a week
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**Blue Cross Complete of Michigan does not control this website or endorse its general content.*

Blue Cross Complete of Michigan is an independent licensee of the Blue Cross and Blue Shield Association.



Nondiscrimination Notice and Language Services

Blue Cross Complete of Michigan LLC is an independent licensee of the Blue Cross and Blue Shield Association.

Discrimination is against the law

Blue Cross Complete of Michigan complies with applicable federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability or sex. Blue Cross Complete of Michigan does not exclude people or treat them differently because of race, color, national origin, age, disability or sex.

Blue Cross Complete of Michigan:

- Provides free aids and services to people with disabilities to communicate effectively with us, such as:
 - Qualified sign language interpreters
 - Information in other formats (large print, audio, accessible electronic formats)
- Provides free (no cost) language services to people whose primary language is not English, such as:
 - Qualified interpreters
 - Information written in other languages

If you need these services, contact Blue Cross Complete of Michigan 24 hours a day, 7 days a week, at **1-800-228-8554**. TTY users can call **1-888-987-5832**.

If you believe that Blue Cross Complete of Michigan has failed to provide these services or discriminated in another way on the basis of race, color, national origin, age, disability or sex, you can file a grievance with:

- **Blue Cross Complete of Michigan Member Grievances**
P.O. Box 41789, North Charleston, SC 29423
1-800-228-8554 (TDD/TTY 1-888-987-5832)
- If you need help filing a grievance, Blue Cross Complete of Michigan Customer Service is available to help you.

You can also file a civil rights complaint with the U.S. Department of Health and Human Services, Office for Civil Rights, through the Office for Civil Rights Complaint Portal, available at ocrportal.hhs.gov/ocr/portal/lobby.jsf, or by mail or phone at:

U.S. Department of Health and Human Services

200 Independence Avenue, SW
Room 509F, HHH Building
Washington, D.C. 20201

1-800-368-1019, 800-537-7697 (TDD)

Complaint forms are available at: hhs.gov/ocr/office/file/index.html.

Multi-language interpreter services

English: **ATTENTION: If you speak English, language assistance services, at no cost, are available to you. Call 1-800-228-8554 (TTY: 1-888-987-5832).**

Spanish: ATENCIÓN: si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al **1-800-228-8554 (TTY: 1-888-987-5832)**.

Arabic: ملحوظة: إذا كنت تتحدث اللغة العربية، فإن خدمات المساعدة اللغوية تتوافر لك بالمجان. اتصل برقم **1-800-228-8554 (TTY: 1-888-987-5832)**.

Chinese Mandarin: 注意: 如果您说中文普通话/国语, 我们可为您提供免费语言援助服务。请致电: **1-800-228-8554 (TTY: 1-888-987-5832)**。

Chinese Cantonese: 注意: 如果您使用粵語, 您可以免費獲得語言援助服務。請致電 **1-800-228-8554 (TTY: 1-888-987-5832)**。

Syriac: ملاحظو: إذا كنت تتحدث اللغة العربية، فإن خدمات المساعدة اللغوية تتوافر لك بالمجان. اتصل برقم **1-800-228-8554 (TTY: 1-888-987-5832)**.

Vietnamese: CHÚ Ý: Nếu bạn nói Tiếng Việt, có các dịch vụ hỗ trợ ngôn ngữ miễn phí dành cho bạn. Gọi số **1-800-228-8554 (TTY: 1-888-987-5832)**.

Albanian: VINI RE: Nëse flisni shqip, për ju ka në dispozicion shërbime të asistencës gjuhësore, pa pagesë. Telefononi në **1-800-228-8554 (TTY: 1-888-987-5832)**.

Korean: 주의: 한국어를 사용하시는 경우, 언어 지원 서비스를 무료로 이용하실 수 있습니다. **1-800-228-8554 (TTY: 1-888-987-5832)** 번으로 전화해 주십시오.

Bengali: লক্ষ্য করুন: যদি আপনি বাংলায় কথা বলেন, তাহলে নি:খরচায় ভাষা সহায়তা পেতে পারেন। **1-800-228-8554 (TTY: 1-888-987-5832)** নম্বরে ফোন করুন।

Polish: Jeżeli mówisz po polsku, możesz skorzystać z bezpłatnej pomocy językowej. Zadzwoń pod numer **1-800-228-8554 (TTY: 1-888-987-5832)**.

German: ACHTUNG: Wenn Sie Deutsch sprechen, stehen Ihnen kostenlos sprachliche Hilfsdienstleistungen zur Verfügung. Rufnummer: **1-800-228-8554 (TTY: 1-888-987-5832)**.

Italian: In caso la lingua parlata sia l'italiano, sono disponibili servizi di assistenza linguistica gratuiti. Chiamare il numero **1-800-228-8554 (TTY: 1-888-987-5832)**.

Japanese: 注意事項: 日本語を話される場合、無料の通訳サービスをご利用いただけます。 **1-800-228-8554 (TTY: 1-888-987-5832)** まで、お電話にてご連絡ください。

Russian: ВНИМАНИЕ: Если вы говорите на русском языке, то вам доступны бесплатные услуги перевода. Звоните **1-800-228-8554 (TTY: 1-888-987-5832)**.

Serbo-Croatian: PAŽNJA: Ako govorite srpsko-hrvatski, usluge jezičke pomoći dostupne su vam besplatno. Nazovite **1-800-228-8554 (TTY: 1-888-987-5832)**.

Tagalog: PAUNAWA: Kung nagsasalita ka ng Tagalog, maaari kang gumamit ng mga serbisyo ng tulong sa wika nang walang bayad. Tumawag sa **1-800-228-8554 (TTY: 1-888-987-5832)**.