

We can help you get there

Blue Cross Complete provides transportation for our members

We understand there may be times when you need a ride to go to your doctor's office, pick up a prescription or get other medical services. Blue Cross Complete of Michigan can help you get there. To get transportation to and from covered services, call our ride service.

Whom do I call for a ride?

Call our transportation service at **1-888-803-4947** for a ride to and from covered medical services. TTY users call 711. Rides should be scheduled at least two business days prior to your appointment. Have your Blue Cross Complete ID card available when you call. In case of an emergency, call 911.

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:

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

How soon should I schedule a ride?

All rides need to be scheduled at least two business days before your appointment. If you can't give two days' notice, you may still be able to schedule your ride.

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

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

What do I need when I call?

When you call to schedule your ride, please have your Blue Cross Complete 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.

Who will pick me up?

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 also be offered bus tickets or mileage reimbursement.

Bus tickets may be offered if you're able to ride the bus and the bus route is within a quarter mile of your home.

Blue Cross
complete
of Michigan

Confidence comes with every card.®

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Please cut out this card, and keep it with you. Call when you need a ride to or from a covered service. To schedule a ride, call two business days before your appointment.



FREE TRANSPORTATION

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

1-888-803-4947

TTY users call **711**

If you have your own transportation and choose to use it for your covered service appointments, there is mileage reimbursement available. To get reimbursed, please call **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 to your covered service, the form can be used to obtain mileage reimbursement for him or her.

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 call to 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 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**. 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.

Who can schedule rides?

Rides can be scheduled by:

- Members who are age 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?

To give us feedback about your ride, call the ride service at **1-888-803-4947**. Or, call Blue Cross Complete Customer Service at **1-800-228-8554**, 24 hours a day, seven days a week. TTY users should call 711.

For more transportation assistance, visit Resources at **MIBlueCrossComplete.com**. Or contact Blue Cross Complete Customer Service at **1-800-228-8554**, 24 hours a day, seven days a week. TTY users should call 711.



For questions about your benefits, call:

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

