

Transportation Services to Help Our Medicaid Members

Blue Cross and Blue Shield of Illinois (BCBSIL) is working with LogistiCare Solutions, LLC (LogistiCare) to provide non-emergency medical transportation services at no cost for our Blue Cross Community Health PlansSM (BCCHPSM) and Blue Cross Community MMAI (Medicare-Medicaid Plan)SM members.

What is covered?

BCBSIL offers this service, at no cost, for BCCHP and MMAI members to get to and from their scheduled in-network doctor appointments, to pick up medical supplies and equipment, including prescriptions, or to a scheduled lab test. The appointment must be within 65 miles of the member's home and may be with their primary care physician (PCP), a specialist, physical therapist, behavioral health therapist, dentist or eye-care specialist. BCCHP and MMAI members may use the benefit as often as necessary.

What is *not* covered?

The service does **not** cover transportation:

- For non-medical reasons
- To a member's in-network provider if the provider's location is more than 65 miles away from the member's home without prior authorization from LogistiCare
- To providers who are outside of the member's BCBSIL network without prior authorization from LogistiCare

How can members schedule rides?

- Members must call LogistiCare at least 72 hours before their appointment.
- Members may pre-schedule return rides if they know what time they will need to be picked up. Members who don't pre-schedule rides may call LogistiCare between 8 a.m. and 6 p.m., when they are ready to be picked up. The driver should arrive within one hour of the call. If a member needs a ride outside of the LogistiCare business hours, they may call the number on their BCBSIL ID card 24 hours a day, seven days a week. BCBSIL Member Services will connect the member to LogistiCare.
- Members should call 911 for emergency transport **only** (approval is not required for emergency transport).

Other Transportation Options

- Members may call LogistiCare at least 24 hours in advance of their scheduled appointment to inform LogistiCare that a friend or family member will drive them to their appointment. LogistiCare will create a case for the member and provide instructions and forms for mileage reimbursement. Reimbursement is issued to the driver, not the member.
- Members may call LogistiCare at least five days in advance of their scheduled appointment to inform LogistiCare that they plan to use mass transportation to get to their appointments. Once approved, LogistiCare will send the member mass transit passes.

If members have questions or would like to schedule a ride, they may call LogistiCare at 877-831-3148, TTY/TDD: 711 or 866-288-3133, Monday through Friday, 8 a.m. to 6 p.m. CST.

If providers have questions or would like to schedule a ride for their patient, they may call LogistiCare's Provider Customer Service at 877-917-4149.

LogistiCare, a subsidiary of The Providence Service Corporation, is an independent company that provides transportation services for BCBSIL members. LogistiCare is wholly responsible for its own products and services. BCBSIL makes no endorsement, representations or warranties regarding any products or services provided by LogistiCare.

Checking eligibility and/or benefit information and/or the fact that a service has been preauthorized is not a guarantee of payment. Benefits will be determined once a claim is received and will be based upon, among other things, the member's eligibility and the terms of the member's certificate of coverage applicable on the date services were rendered. If you have any questions, please call the number on the member's ID card.