

Eligibility

- Members must be currently enrolled in Blue Advantage PMAP, MSC+ or SecureBlue MSHO. MinnesotaCare children may be eligible for **Special Transportation** if they meet eligibility criteria.
- BlueRide will verify eligibility through Blue Plus.

Common Carrier:

- Common Carrier transportation is for members that can physically and mentally ride independently in a bus, taxi, or volunteer driver vehicle.

Special Transportation:

- Special Transportation is for members that have a physical or mental impairment where Common Carrier transportation is not an option for them (ie. wheelchair, severe cognitive impairment, etc.).
- A certificate of need is required for most of our members, this can be obtained through BlueRide. There are some exceptions, which are also verified through BlueRide.

Call BlueRide when transportation is needed for:

- Medical, dental, and behavioral health appointments
- Prescription pick-up at your pharmacy
- Durable Medical Equipment (DME) supply pick-up
- Discharge from the hospital
- Silver and Fit Facility up to 12 rides per month

Scheduling Rides for members on PMAP/MnCare (MSHO and MSC+ Care Coordinators should access the BlueRide portal):

- Request a ride at least 2 business days prior to the appointment
- Will allow same day rides based on need or circumstances
- For bus passes, please call at least 10 business days before an appointment to receive the pass
- If the appointment changes, call BlueRide at least 4 hours before the pickup time to change or cancel your ride
- Transportation to a Primary Care Clinic is up to 30 miles, and Specialty Care Clinic is 60 miles, one way
 - Call BlueRide for an exception as needed.

Hours of Operation

To schedule, change or cancel a ride, call: **651-662-8648** or toll free **1-866-340-8648 (TTY: 711)**, Monday through Friday 7:00 am to 5:00 pm.

Afterhours

BlueRide is available after hours if there is a need for a ride to urgent care, emergency room, or hospital discharge. When members call, a nurse will assist in determining if there is an urgent medical need. If it is needed, the nurse may schedule a ride. Blue Plus is contracted with vendors who provide 24/7 transportation

For transportation questions or concerns please contact at transportation.liaison@bluecrossmn.com. (This email is for professional use only.)