

Blue AdvantageSM Families and Children,
Minnesota Senior Care Plus (MSC+)
Member Services: **1-800-711-9862**,
Monday through Friday, 8 a.m. to 5 p.m.
TTY users call **711**. This call is free.

Toll Free 1-800-711-9862, TTY 711

Attention. If you need free help interpreting this document, call the above number.

Thov ua twb zoo nyeem. Yog hais tias koj xav tau kev pab txhais lus rau tsab ntaub ntauv no pub dawb, ces hu rau tus najnpawb xov tooj saum toj no.

Digniin. Haddii aad u baahantahay caawimaad lacag-la'aan ah ee tarjumaadda (afcelinta) qoraalkan, lambarka kore wac.

Atención. Si desea recibir asistencia gratuita para interpretar este documento, llame al número indicado arriba.

LB2 (10-20)



1-800-711-9862, TTY 711
Civil.Rights.Coord@
bluecrossmn.com

Discrimination is against the law.
Blue Plus does not discriminate because of race, color, national origin, creed, religion, sexual orientation, public assistance status, marital status, age, disability or sex.

bluecrossmn.com/publicprograms



TO SCHEDULE, CHANGE OR CANCEL A RIDE, PLEASE CALL:

(651) 662-8648 or toll free at
1-866-340-8648 (TTY 711) Monday through Friday, 8 a.m. to 5 p.m.



**WHEN YOU NEED A RIDE,
WE CAN HELP**

BlueRideSM



Blue Cross[®] and Blue Shield[®] of Minnesota and Blue Plus[®] are nonprofit independent licensees of the Blue Cross and Blue Shield Association.

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BlueRide from Blue Plus offers you a safe and reliable ride to covered medical, dental and pharmacy visits with doctors in your plan network.



HOW BLUERIDE WORKS

You will be able to receive a ride to your health care appointments if the provider is in your plan network. To arrange a ride, you need to be a member of Blue AdvantageSM Families and Children or Minnesota Senior Care Plus (MSC+), and not have access to your own vehicle or other ride.

When you call, a BlueRide representative will make sure you are eligible. If you are, you can receive one of these services:

- A public bus pass if you live in a public transit service area
- A scheduled medical ride or other ride service if you live outside a public transit service area
- If you have a disability or other special needs, BlueRide will find another type of ride to meet your needs

IMPORTANT REMINDERS

Here are things to keep in mind when using BlueRide:

- BlueRide is for covered medical, dental, and mental health appointments, as well as to pick up prescriptions. You also can use BlueRide when you leave the hospital after a medically necessary stay.
- Rides are available for the member. The member may have an escort come with them.
- If the ride is for a minor, the minor must be accompanied by a trusted adult over age 18. Children under the age of 12 cannot ride alone.
- Please specify if a car seat is needed when scheduling your ride. You may need to supply your own car seat.
- Respectful, appropriate behavior is required for the duration of the ride
- Call to schedule your ride as soon as you schedule your appointment, **with at least 2 business days before your appointment**
- For bus passes, call at least 10 business days before your appointment
- If you need to change or cancel your ride, call BlueRide as soon as possible, with a **minimum of 4 hours** before your scheduled pick-up time. Failure to cancel unneeded rides may result in temporary loss of BlueRide services.



If you use a personal vehicle for rides to covered appointments, you may qualify for mileage reimbursement through your county. Contact your county worker and ask if this is available to you.