**Short Notice Rides** (SNR’s) SecureBlue (MSHO) and MSC+ Members

Description:

Short notice ride (SNR): Any ride request or request to change an existing ride that is for a pick-up that would be less than 48 business hours from the request.

Same day ride: Any ride request that is for the same business day is considered a short notice ride.

Guidelines:

Members will be allowed 1 short notice ride or same day ride per month that does not meet one of the allowed exceptions listed in the section below.

* Short notice rides or same day rides that are requested less than 4 hours from the pickup time will be denied unless the reason is one of the allowed exceptions listed in the below section.
* If a scheduled, short notice ride or same day ride is cancelled, or the member did not utilize the ride that was set up, that ride is considered the member’s one short notice ride or same day ride that month and there will be no exception to have an additional short notice ride that month.

Exceptions (Rides that can be setup without using the member’s one short notice or same day ride a month

* Transportation set up to correct a ride. Examples: Vendor did not receive ride (vendor no show), or initial ride was set up incorrectly.
* Transportation after a vendor turn back. This is when the original transportation provider decides to not complete the ride and sends back to BlueRide to make other arrangements.
* The first call to set up transportation for a member who has never used BlueRide before.
* Transportation for parents/guardian to see baby in Neonatal Intensive Care Unit (NICU).
* Transportation to or from the emergency room.
* Transportation to or from urgent care.
* Transportation for dialysis treatments.
* Transportation for the admission to, or discharge from, an inpatient setting. Ex. Hospital, inpatient treatment, or skilled nursing facility.
* Transportation for methadone “Bottle Checks” (counting pills to make sure the member is taking correctly; these appointments are short notice and random) or related bloodwork.
* Transportation to and from cancer treatment.
* Transportation request from a nursing home facility, assisted living facility, adult foster care, board and lodge, boarding care home or group home.
* Transportation related to behavioral health, including chemical dependency/substance abuse outpatient treatment and counseling. When any leg of a ride includes a behavioral health appointment, the entire trip will be an exception to Short Notice Rides, including updates/changes.
* Transportation for emergency dental appointments.
* Transportation for treatment of broken teeth, dental nerve pain or dental infection.
* Transportation for surgery. (including pre- and post-op)
* One Stand-Alone pharmacy ride per month. (See below Pharmacy ride section)
* Pharmacy Add-on. (See below Pharmacy ride section)
* Pharmacy transportation after an E-visit. (electronically conducted visit)
* Transportation for SecureBlue (MSHO) members set up from a Care Coordinator.
* Transportation related to Covid-19.
* Transportation to pick up **prescribed** DME including glasses and dentures.

**Pharmacy Rides**

BlueRide allows transportation to a pharmacy when accompanied with a medical appointment or E-visit.

If the member is calling to set up a medical appointment and they know that they will get a prescription at the time of the appointment, you are able to set up the pharmacy portion of the trip at the same time the medical appointment is being set up.

Adding on a pharmacy leg after an e-visit or after an in person medical appointment is not considered a short notice ride if added on after a medical appointment and BlueRide can confirm in our claims that a prescription was just submitted.

Standalone pharmacy rides

BlueRide also allows for one *standalone* pharmacy transportation per month. Mileage limitations apply to pharmacy trips, refer to Transportation 30\_60 Mile Exceptions for any ride over 60 miles.

A standalone pharmacy ride can only be scheduled if you are able to verify that the member has a prescription ready for pick up or has one faxed to the pharmacy or has a prescription in hand from the doctor.

If the member returns home after a medical appointment and calls for a pharmacy trip, this is considered a standalone pharmacy transportation and only one is allowed a month.

If the member needs another trip after their one allowable standalone pharmacy transportation, they can then use their one allowed short notice or same day ride a month if still available. After these 2 allowable trips are used, there will be no allowed stand-alone pharmacy trips, short notice or same day rides covered by BlueRide within that month.

For standalone pharmacy rides that are short notice, refer to short notice rides section above.