

BlueRide Q&A Resource

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 8:00 am to 5:00 pm.

Medical Transportation

[BlueRide Transportation](#) | [Blue Cross MN](#)

General BlueRide and Scheduling	
<i>Question</i>	<i>Answer</i>
What type of rides can BlueRide be used for?	<ul style="list-style-type: none"> • Medical, dental, and behavioral health appointments • Prescription pickup at the pharmacy • DME Supply pick up • Discharge from Hospital or Nursing Home • For MSHO members only: <ul style="list-style-type: none"> ○ Silver Sneakers’ facilities - up to one round trip per day ○ Juniper Health and Wellness Classes - 4 round trips per month (exception in place for increased transportation to Tai Ji Quan and Stay Active Classes) ○ Alcoholics Anonymous (AA), Narcotics Anonymous (NA) - maximum 4 round trip rides per benefit per month
How can a ride be scheduled?	<ul style="list-style-type: none"> • By calling: 1-866-340-8648 (TTY 711) Monday through Friday, 8 a.m. to 5 p.m. • CCs/case aides assisting a member can schedule by accessing the BlueRide Portal through Bridgeview.
When using the BlueRide portal, how long does it take to confirm the ride is scheduled?	Trips are scheduled the same day they are requested, most times within 2 hours of receipt. In the portal, once you click SUBMIT THIS REQUEST button a confirmation screen will be displayed if a vendor can be automatically assigned. If a vendor is not automatically assigned, a screen will be displayed with additional information. You should see the status as “requested” if it has been set up but awaiting vendor assignment, or “scheduled” if the vendor has been assigned and confirmed.
Can a request for a ride be filled out and securely emailed vs. using the portal or calling?	Yes, submit a completed form to BlueRideSTS@bluecrossmn.com . See our Care Coordination Website for resources and forms BlueRide – Transportation Resources
Will the Care Coordinator receive a confirmation email, or do they need to log back into the portal to confirm the ride?	The Care Coordinator scheduling the ride needs to log back into the portal and check the status of the ride to say “scheduled.” They will not receive an email confirmation.
If the Care Coordinator calls BlueRide, instead of using the portal to schedule, will confirmation of the ride happen immediately on the call?	Yes, the representative on the call will recap the trip and provide a confirmation number if requested.
What if the member owns their own car?	Blue Plus members may be able to get a ride with a participating provider <u>if you do not have access to your own ride</u> . However, if members use a personal vehicle for rides to covered appointments , they may qualify for mileage reimbursement through their county. Contact the county worker and ask if this is available.

Will the drivers wait during apt, or do members need to call for pick up after?	It depends on the transportation provider, length of appointment, and if it was requested by a member prior to drop off. In rural MN it's common for providers to wait, in the metro they may leave to fill other trips while a member is in the appointment.
Do members living outside of the metro have access to BlueRide?	Yes, BlueRide has contracts with transportation providers throughout the state of MN to provide rides to members in rural MN.
Does BlueRide reimburse for No-Load Miles (Deadhead)?	Medical transportation miles driven without the MHCP subscriber in the vehicle is considered deadhead mileage. Deadhead mileage may be covered on a case-by-case basis and must be pre-approved by BlueRide staff. Authorization must be requested by the transportation provider prior to the non-emergency medical ride being provided. BlueRide reserves the right to work with the most cost-effective form of transportation.
BlueRide allows someone to accompany member to appointment, does the guest rider need to pay?	There is no fee for one additional rider, and they can be authorized in the portal or with BlueRide customer service.
If the member needs multiple stops, what is the best way to schedule the ride?	Call customer services directly. The portal only works for round trip rides without additional stops. Example: if member requires a stop at the pharmacy following the doctor appointment before going home.
Same Day/Short Notice Rides	
Can same day rides be scheduled?	Yes, this needs to be requested a minimum of 4 hours prior to time of pick up and the member is allowed 1 short notice ride or same day ride per month. Ride is subject to provider availability. Short notice ride is considered less than 48 business hours in advance. Some exceptions apply. BlueRide – Transportation Resources . Same day rides should be called into Blue Ride, do not use the portal.
What is the best way to handle requests needed in less than 3 business days?	Call BlueRide directly. Service representatives can call providers to gauge availability for trips inside the 3-day window.
Special Transportation	
Special Transportation:	Special Transportation is for members who have a physical or mental impairment where Common Carrier Transportation is not an option for them (i.e. wheelchair, severe cognitive impairment, etc.) All MSHO and MSC+ Members can request Special Transportation (STS) without completion of the STS form. The STS form has been removed.
Grocery Shopping and Pharmacy Rides	
Will BlueRide offer transportation for grocery shopping?	Secure Blue MSHO members have a grocery ride benefit, up to 6 grocery rides per month. This is not a benefit for MSC+ members.
Do medical requests override grocery ride requests?	This is based on transportation provider availability only. The portal doesn't distinguish between grocery versus medical. However, transportation companies may choose to turn back a grocery trip if they are full of medical rides on a certain day.
Does a pharmacy ride need to be in the same trip as a medical appointment or can it be stand alone?	BlueRide allows transportation to a pharmacy when accompanied with a medical appointment or E-visit. Adding a pharmacy leg after a visit is not considered a short notice ride if added after a medical appointment and BlueRide can confirm in our claims that a prescription was just submitted.

	<p>BlueRide allows for 1 standalone pharmacy transport per month. Mileage limitations apply to pharmacy trips. This can be scheduled if you are able to verify the member has a prescription ready for pick up, it has been faxed, or member has in hand.</p> <p>BlueRide – Transportation Resources – Care Coordination (bluecrossmn.com)</p>
Transportation 30/60 Miles	
<p>Process for rides over 30 miles to Primary Care and over 60 miles to Specialty Care?</p>	<p>Some rural counties have an automatic 200-mile, one way, travel exception, see the BlueRide 30/60 Mileage Exception form for list of counties with this exception or to complete the form.</p> <p>Transportation 30/60 Mileage Exception Request Form (bluecrossmn.com)</p>
Public Transportation	
<p>Does the Public Transit Bus Pass work for Light Rail in the Metro?</p>	<p>Yes</p>

EW Transportation: Please refer to [CBSM - Transportation \(state.mn.us\)](#) for information related to EW Transportation. This document is related to medical transportation provided by BlueRide.

Who to contact for EW bus pass support: EWBusPasses@bluecrossmn.com

Link to Care Coordination Website: [Elderly Waiver Transportation – Care Coordination \(bluecrossmn.com\)](#)