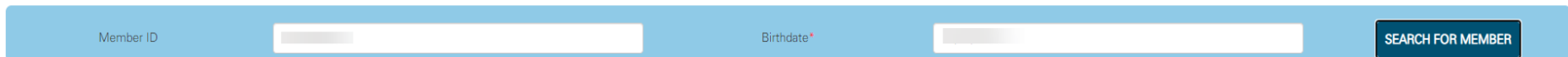


The BlueRide Care Coordinator Portal allows Care Coordinators to schedule rides for members without having to call BlueRide and wait for a representative to assist them. This guide will explain how to utilize the portal to request transportation for your members. If you prefer to send in the Ride Request form it is located on www.bluecrossmn.com → For Providers → Forms, Publications and guides → Choose the category - forms – clinical operations → Special Transportation Ride Request form. If you prefer to call to schedule rides the telephone number for BlueRide is 651 662-8648 or toll free at 866-340-8648. If you have additional problems accessing the Care Coordinator portal through your bridgeview link please contact your Partner Relations consultant and they will work to resolve these issues.

Accessing the Portal:


1. First, enter the Blue Plus ID number (9-digit id that starts with “8”) of the Blue Cross member you are setting up transportation for and click Search for Member.



The screenshot shows a search form with two input fields. The first field is labeled 'Member ID' and the second is labeled 'Birthdate*'. To the right of the second field is a button labeled 'SEARCH FOR MEMBER'.

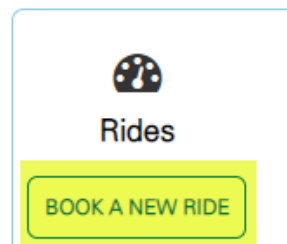
2. This will display the Member Profile. This will show that the member is active and will show the list of rides already scheduled for this member. If the member is inactive there will be a message indicating “This member is inactive. You can only schedule past rides.” If the member is showing inactive in the portal, but has eligibility for these services through Blue Plus, please contact your Partner Relations Contact for further assistance.

Care Coordinator Ride Scheduling Portal Guide

 Member	Name	[Redacted]	Status	ACTIVE
	ID	[Redacted]	Effective Date Range	01/01/2018 - 12/31/2199
	Birthdate	01/01/1959	Age	61
	Plan	D002 MNDCD9AI (SecureBlue)	Bus Pass Review Date	08/01/2020
	Language	English	Preferred Contact Phone*	[Redacted]
	Limit member to ride vendor(s)	Select one or more vendors, if applicable		
			Contact Phone On File	[Redacted]

	Ride Date	Initial Pickup	Final Destination	Provider	Actions	Status	Create Date	Confirmation #
 Rides BOOK A NEW RIDE NEW STANDING ORDER	Aug 19	8:00 am Home 3500 Blue Cross Road, Eagan	9:00 am HealthPartners Medical Group Clinics 640 Jackson St, Saint Paul	BLUE AND WHITE TAXI-METRO 612-333-3333	  	SCHEDULED	08/12/2020	12182381
	Jul 31	2:00 pm Home 3500 Blue Cross Road, Eagan	3:00 pm Cub Foods 1940 Cliff Lake Road, Eagan	VIKING AIRPORT TAXI-METRO 952-995-0110	  	SCHEDULED	07/21/2020	12182329
	Jul 30	10:00 am Home 3500 Blue Cross Road, Eagan	1:00 pm HealthPartners Cottage Grove Clinic 1654 Diffley Rd Ste 100, Eagan	VIKING AIRPORT TAXI-METRO 952-995-0110	  	UPDATED	07/21/2020	12182326
	Jul 27	2:00 pm Home 3500 Blue Cross Road, Eagan	3:00 pm Cub Foods 1940 Cliff Lake Road, Eagan	VIKING AIRPORT TAXI-METRO 952-995-0110	  	SCHEDULED	07/21/2020	12182328
	Jul 24	2:00 pm Home 3500 Blue Cross Road, Eagan	3:00 pm Cub Foods 1940 Cliff Lake Road, Eagan	VIKING AIRPORT TAXI-METRO 952-995-0110	  	SCHEDULED	07/21/2020	12182327
		2:00 pm		3:00 pm	Deanne test vendor	  		

3. Click the **Book a New Ride** button. If this button is not highlighted, please ensure first that the member is active and that there is a Preferred Contact Number populated. If a member resides in a nursing facility, please provide the nursing facility's telephone number.



4. This will bring up the **New Ride Tab**.

DEBRA JEAN POLKINGHORNE, Care Coordinator
Ride Requestor
[Log out](#)

[Help](#) [About](#)

Home New Ride ✕

Member

Name: [Redacted]

ID: [Redacted]

Birthdate: 01/06/1959

Plan: D002 MNDCPWD1 (SecureBlue)

Language: English

Limit member to ride vendor(s): Select one or more vendors, if applicable

Status: ACTIVE

Effective Date Range: 01/01/2018 - 12/31/2199

Age: 61

Bus Pass Review Date: [Redacted]

Preferred Contact Phone*: [Redacted]

Contact Phone On File: [Redacted]

Provider

Ride type*: Select one

Pickup (A)

Google Override: No

Time: [Time] PM

Place*: Select one

Destination (B)

Google Override: No

Time: [Time] PM

Place*: Select one

Round trip: Yes

[ADD ANOTHER DESTINATION](#)

Date(s)

August						
Sun	Mon	Tue	Wed	Thu	Fri	Sat
1	2	3	4	5	6	7
8	9	10	11	12	13	14
15	16	17	18	19	20	21
22	23	24	25	26	27	28
29	30	31				

Existing ride(s) []

Eligible for special transportation []

Not available []

When multiple days are selected, rides will be scheduled for the same time each day.

Vehicle

Additional riders: 0

Transport type*: Select one

Patient Attendant/Escort: 0

Car seat: No

Notes

External Notes:

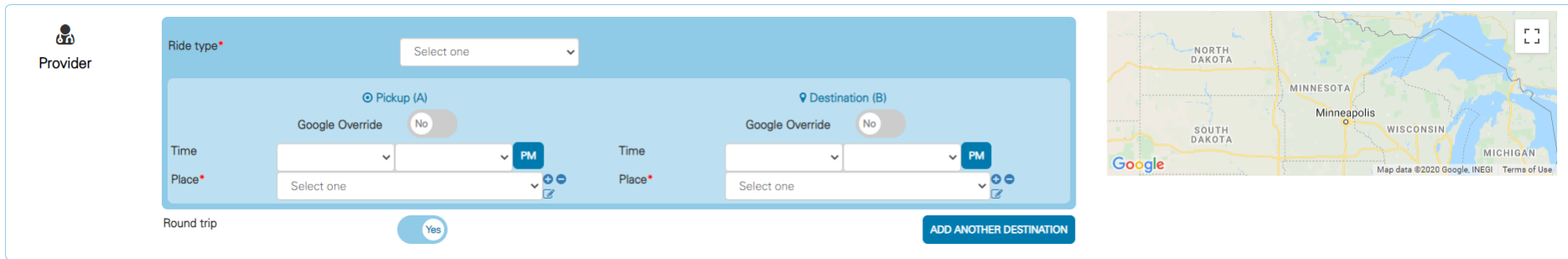
[SUBMIT THIS REQUEST](#)

english | español

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

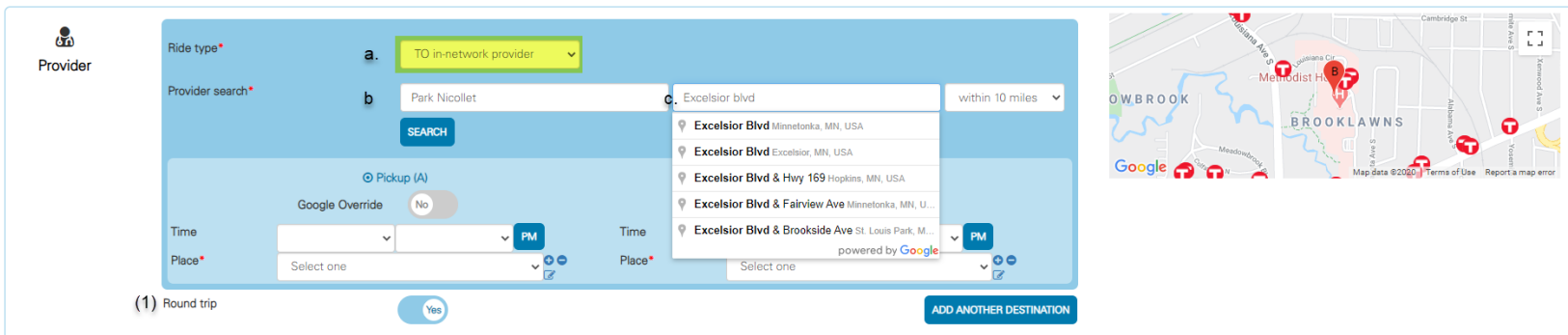
5. Enter Ride type and time and place of both the pick-up and destination locations. If more than 2 destinations are required, you can use the Add New Destination button to add them. Instances where this may be applicable would be:

- Multiple appointments on the same day.
- Listing a specific return ride time.
- Pharmacy stop after an appointment.



The screenshot shows the 'Provider' section of the ride scheduling portal. It includes a 'Ride type' dropdown menu. Below it are two columns for 'Pickup (A)' and 'Destination (B)'. Each column has a 'Google Override' toggle set to 'No', a 'Time' dropdown with 'PM' selected, and a 'Place' dropdown menu. At the bottom left, there is a 'Round trip' toggle set to 'Yes'. At the bottom right, there is a blue button labeled 'ADD ANOTHER DESTINATION'. To the right of the form is a map of Minnesota with a red location pin.

6. Please see the table below the screenshot for additional information regarding these fields.



This screenshot shows the same form as above but with annotations. 'a.' points to the 'Ride type' dropdown, which is set to 'TO in-network provider'. 'b.' points to the 'Provider search' dropdown, which contains 'Park Nicollet'. 'c.' points to the 'Place' dropdown for the destination, which has a search dropdown open showing a list of results for 'Excelsior Blvd'. The results include 'Excelsior Blvd Minnetonka, MN, USA', 'Excelsior Blvd Excelsior, MN, USA', 'Excelsior Blvd & Hwy 169 Hopkins, MN, USA', 'Excelsior Blvd & Fairview Ave Minnetonka, MN, U...', and 'Excelsior Blvd & Brookside Ave St. Louis Park, M...'. A map on the right shows the Excelsior area with a red location pin.

Ride Type (Field a):

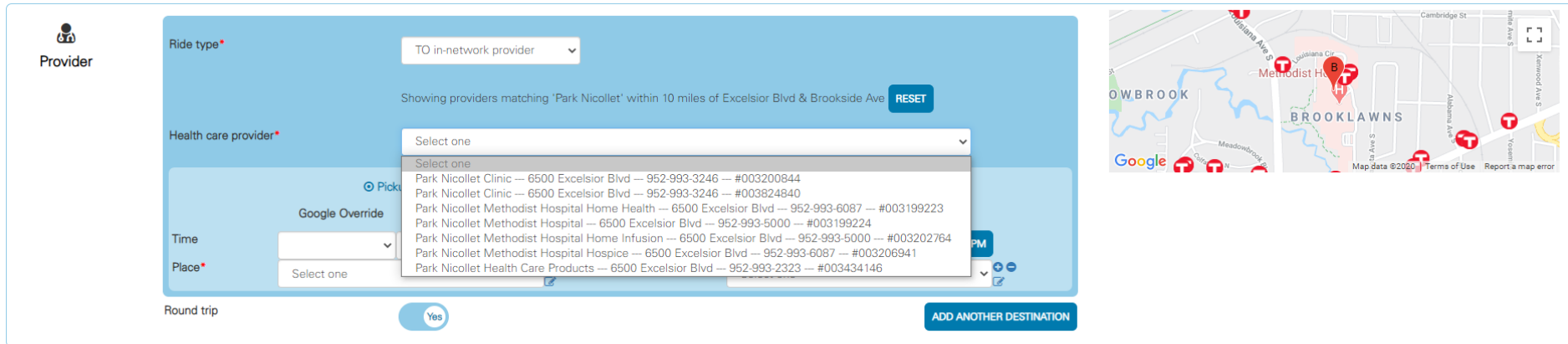
Option	Suggested Uses
TO in-network provider	This is the most used option. This will encompass most situations where the member is going to a doctor's appointment and needs a ride home when combined with the round-trip slider referenced as (1.)
FROM in-network provider	The primary uses for this option are: <ul style="list-style-type: none"> • Setting a return time for situations where you've added another destination, • When a member is being discharged from a hospital. • When a member only needs a ride home from a clinic.
EXCEPTION	This Option would be selected when a non-medical ride is being requested. Secure Blue Member's have additional benefits that they would be able to attend. <ul style="list-style-type: none"> • AA • NA • Fitness • Juniper Health • Grocery

Provider Search (Field b): In this field, you can enter the clinic or provider name, specialty, or condition.

Provider Search (Field c): Enter the Address. Google will auto-populate the address, click the address from the drop down. You can use partial addresses such as street name, or just the name of the city. After that you choose the distance for the search radius.

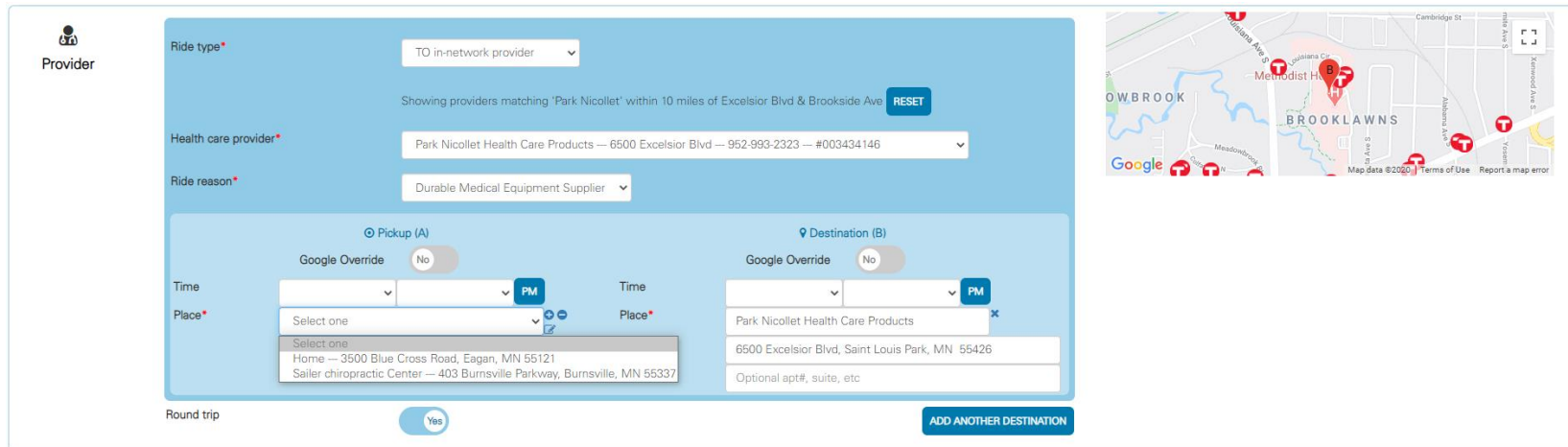
7. After you click SEARCH, a list of provider options will be displayed.

Care Coordinator Ride Scheduling Portal Guide




The screenshot shows the 'Provider' section of the ride scheduling portal. The 'Ride type' is set to 'TO in-network provider'. A search filter shows 'Showing providers matching 'Park Nicollet' within 10 miles of Excelsior Blvd & Brookside Ave'. A dropdown menu for 'Health care provider*' is open, listing several Park Nicollet locations with their addresses and phone numbers. The 'Place*' dropdown is also open, showing 'Select one' as the selected option. The 'Time' dropdown is set to 'PM'. The 'Round trip' button is set to 'Yes'. A 'Google Override' button is visible. A map on the right shows the location of Park Nicollet Health Care Products in Brooklawn, MN.

8. When you've chosen a provider, it will auto-populate the destination address. If you are unable to find the provider that you are looking for, you can utilize Google override to enter the address manually. You will need to choose the pickup address from the drop down, or manually enter the address.



The screenshot shows the ride scheduling portal with the 'Health care provider*' dropdown set to 'Park Nicollet Health Care Products — 6500 Excelsior Blvd — 952-993-2323 — #003434146'. The 'Ride reason*' dropdown is set to 'Durable Medical Equipment Supplier'. The 'Pickup (A)' section has 'Google Override' set to 'No' and 'Place*' set to 'Select one'. The 'Destination (B)' section has 'Google Override' set to 'No' and 'Place*' set to 'Park Nicollet Health Care Products'. The 'Time' dropdowns are set to 'PM'. The 'Round trip' button is set to 'Yes'. A 'Google Override' button is visible. A map on the right shows the location of Park Nicollet Health Care Products in Brooklawn, MN.




- If you need to manually enter an address, you can utilize the plus (+) sign next to the place drop down. Once you've clicked the plus (+) sign, it will allow you to type the address into the system. If you just need to edit, you can utilize the small page icon next to the address.
- Next, choose a date for the ride. Note: If the ride is within 48 business hours, you must contact BlueRide at 651 662-8648 or toll free at 866-340-8648 to schedule this ride. Rides with a wheelchair icon in the background are eligible for Special Transportation. If a member is an MSHO or an MSC+ member they will not require a Level of Need. Members who are in groups other than these will require a Level of Need. This form must be filled out by a doctor.

 Date(s)

August						
Sun	Mon	Tue	Wed	Thu	Fri	Sat
						1
2	3	4	5	6	7	8
9	10	11	12	13	14	15
16	17	18	19	20	21	22
23	24	25	26	27	28	29
30	31					

When multiple days are selected, rides will be scheduled for the same time each day.

You have selected 1 date: 8/19
There is 1 other ride scheduled on this date:
8/19: 8:00 am



-  Existing ride(s)
-  Eligible for special transportation
-  Not available

- After entering a date, you can choose the level of assistance the member will require in the **Transport Type** field. Choosing Common Carrier means that this will be Curb-to-Curb service. For Special Transportation, you will need to

Care Coordinator Ride Scheduling Portal Guide

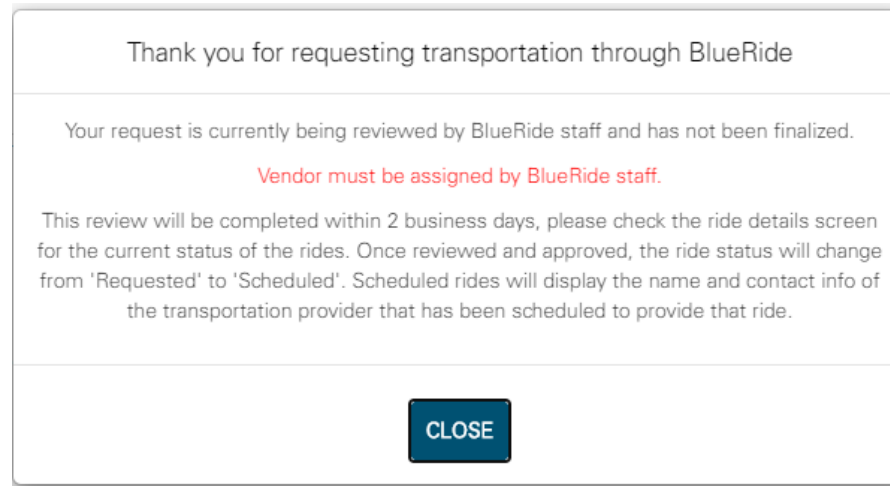


specify the level of need the member has i.e.: wheelchair (manual, or power), scooter, ambulatory with assistance, or stretcher. Enter the number of additional escorts who will be travelling with the member in the **Patient Attendant/Escort field**. If there are additional requirements or requests for this ride, please enter that information in the External notes. Generally, you will not need to be concerned with the car seat.




 Vehicle	Additional riders Transport type*	<input type="text" value="0"/> <input type="text" value="Select one"/>	Patient Attendant/Escort Car seat	<input type="text" value="0"/> <input type="radio" value="No"/>
 Notes	External Notes	<input type="text"/>		

SUBMIT THIS REQUEST

12. Click the **SUBMIT THIS REQUEST** button and 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. An example of this screen is on the next page.



13. When you return to the member profile page you will see a new line indicating the ride that was set up, showing a REQUESTED status.

▼ Ride Date	Initial Pickup	Final Destination	Provider	Actions	Status	Create Date	Confirmation #
Aug 19	2:00 pm Home 3500 Blue Cross Road, Eagan	3:00 pm HealthPartners Cottage Grove Clinic 1654 Diffley Rd Ste 100, Eagan		  	REQUESTED	08/17/2020	12182384

14. The REQUESTED Status will change to SCHEDULED once a vendor has been assigned. Other options that could be shown in the Status date are:

Status	Definition
Requested	Ride has been requested by a Care Coordinator for the member and is awaiting vendor assignment by the BlueRide Operations team.
Scheduled	A ride has been setup, and the vendor has been assigned. Information has been sent to the vendor and the ride has been arranged.
No Show	Member did not show-up for a ride without notifying BlueRide that they were not going to be able to take the ride.
Completed	Rides setup retroactively will show this status.
Cancelled	This ride has been cancelled.

Additionally, you may see an entry on your member's ride history that has a green Background and has a status of Active or Cancelled. This is the standing order that is currently on file for the member. These standing orders are entered and maintained by BlueRide. You can request a standing order for recurring rides for dialysis, methadone, or some Behavioral health appointments. These can be requested via the Ride request form from our website or by calling into BlueRide.