BlueCross BlueShield of Texas



Transportation Brochure

Non-Emergency Medical Transportation and Value-Added Services Transportation

TEXAS Health and Human Services | CHIP | TEXAS STAR Your Health Plan ★ Your Choice | TEXAS STAR Kids Your Health Plan ★ Your Choice

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Blue Cross and Blue Shield of Texas (BCBSTX) collaborates with MTM Health to provide non-emergency medical transportation (NEMT) services for STAR and STAR Kids. CHIP does not include this benefit, but you can request rides through the transportation Value-Added Service (VAS) with BCBSTX approval. Here is how it works.

NEMT

STAR and STAR Kids Members

Medicaid members can get rides to non-emergency doctor appointments and other related services that are covered under their Medicaid plan at no cost. Some trips may require prior approval (an OK from BCBSTX).

CHIP Members

Transportation benefits are not included under the CHIP plan.

Transportation Value-Added Services

STAR and STAR Kids

These are added services not covered by Medicaid, to attend BCBSTX member meetings, events or appointments where a parent needs to bring more than one child. Medicaid members should use their NEMT transportation services before using VAS.

CHIP

CHIP members can get rides to non-emergency medical appointments, therapy, BCBSTX member events and meetings or appointments where a parent needs to bring more than one child.

What type of rides are covered under NEMT benefits for STAR and STAR Kids?

- Prenatal visits
- Wellness visits
- Pharmacy
- Hospital discharge
- Behavioral Health visits

What type of rides are covered under transportation VAS?

STAR and STAR Kids VAS Rides:

- BCBSTX member events
- BCBSTX meetings
- Rides to appointments with other children who do not have an appointment or are not on the plan.

CHIP VAS Rides:

- Prenatal visits
- Wellness visits
- Pharmacy
- Hospital discharge
- Behavioral Health visits
- BCBSTX member events
- BCBSTX meetings
- Rides to appointments with other children who do not have an appointment or are not on the plan.

What type of rides are not covered under NEMT and VAS services?

- Child day care
- Court ordered appointments
- Employment
- Ambulance rides — If you are having an emergency, call **911**



What type of transportation options are available?

Transportation options depend on the member's medical needs and mobility requirements.

Rides include:

- A standard ride to and from your appointment.
- Public transit
- Wheelchair-accessible vehicles

Services may also include:

- Reimbursement for gas
- Meals and lodging for children and youth, 20 and younger, staying overnight to get covered health care services. This service must be scheduled at least five business days in advance.



How do I schedule a ride?

You should schedule your ride as early as possible. Rides to appointments must be scheduled at least two business days in advance. Rides are available 24 hours a day, seven days a week.

Please have the following information ready before scheduling a ride:

- Your name, date of birth, address, phone number and Texas Medicaid ID
- Name, address and phone number of your appointment location
- Date and time of your appointment
- Medical reason for the trip
- Type of service (doctor, dentist, therapy, etc.)
- Any special needs, such as a walker, cane or wheelchair
- Whether someone needs to ride with you *(members under age 18 must ride with a parent or guardian).*

To schedule a ride, download and use the MTM Link Member Mobile App or call **1-866-824-1565**. MTM Health can assist you by phone 24 hours a day, seven days a week.

Scan the QR code with your smartphone camera to download the MTM Link Member Mobile App.

Apple

Google Play



What happens after I schedule a ride?

It is important to provide all the required information to process your request on time. If you need to cancel or reschedule your ride, make sure to call MTM Health as soon as possible.

- Be ready for your ride at least 90 minutes before your appointment.
- You may arrive 15 to 60 minutes before your appointment starts.
- If your visit is over and you have not scheduled a ride home, call MTM Health and ask for a return ride.
- Your driver should arrive within one hour.
- Call MTM Health if your driver is late or does not arrive.

Need more help?

All rides must be approved by BCBSTX. For a full list of covered services and VAS transportation services, call the Customer Advocate Department. STAR Kids for Travis and Central Area **1-877-688-1811**, STAR/CHIP for Travis Area **1-888-657-6061**. Visit **www.bcbstx.com/medicaid**, select your plan and then transportation to learn more about the transportation services on your plan.



For contact information, ride rules, reimbursement details, trip forms or other help? Visit **https://www.mtm-inc.net/texas/members/** to get started.



MTM Health is an independent company that has contracted with Blue Cross and Blue Shield of Texas to provide non-emergency transportation for members with coverage through BCBSTX.

BCBSTX makes no endorsement, representations or warranties regarding third-party vendors and the products and services offered by them.

Blue Cross and Blue Shield of Texas complies with applicable federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability, or sex.

ATENCIÓN: Si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística.
Llame al 1-855-710-6984 (TTY: 711).

CHÚ Ý: Nếu bạn nói Tiếng Việt, có các dịch vụ hỗ trợ ngôn ngữ miễn phí dành cho bạn.
Gọi số 1-855-710-6984 (TTY: 711).