



**BlueCross BlueShield
of Texas**

Transportation Services through ModivCare™ to Help Our Texas Medicaid Members

We are pleased to inform you that effective Tuesday, June 1, 2021, Blue Cross and Blue Shield of Texas (BCBSTX) Medicaid Programs for STAR, CHIP and STAR Kids received approval to use ModivCare Solutions, LLC (formerly LogistiCare Solutions, LLC), the nation's leading manager of non-emergency medical transportation, to coordinate transportation for our members in our contracted service delivery areas (TRAVIS and MRSA Central).

Sections available on this Quick Reference:

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How to Schedule a Ride

Members and/or providers schedule rides

- Members and/or Providers must call ModivCare 1-866-824-1565 at least **48 hours** before their appointment. Monday through Friday only between the hours of 8 a.m. to 5 p.m. Central time.
- Members and/or Providers may pre-schedule return rides if they know what time they will need to be picked up. Members and/or Providers who don't pre-schedule rides may call ModivCare between 8 a.m. and 5 p.m., when they are ready to be picked up. The driver should arrive within one hour of the call.
- Members and/or Providers should call 911 for emergency transport **only** (approval is not required for emergency transport).

Member/Provider Services Web Portal

New User Registration for Members and/or Providers

The [ModivCare Member Services Web Portal](#) was designed to help you request and manage your non-emergency trips online – without calling the ModivCare Call Center. Once you have signed up and registered you can now add member or go to your account where you can set your preferences and schedule your first ride. For issues, please contact ModivCare at 1-866-824-1565.

ModivCare Contact Information:

Texas Facility Number (TFN): 1-877-564-9835

Facility Fax Number: 1-877-585-8793

- Reservation: 1-866-824-1565
- **Reservation Hours:**
 - Monday through Friday from 8 a.m. – 5 p.m. Central time
 - Hearing Impaired: TTY 1-866-288-3133
 - Hospital Discharges available 24/7/365: 1-866-824-1565



What is covered?

BCBSTX offers this service, at no cost, for BCBSTX Medicaid STAR, CHIP and STAR Kids members:

- Rides to and from their scheduled appointments with their in-network doctor
- Appointments must be pre-authorized by BCBSTX, with their primary care physician (PCP), a specialist, physical therapist, behavioral health therapist, dentist or eye-care specialist. BCBSTX Medicaid members may use the benefit as often as necessary.
- One attendant may accompany a child age 14 or younger who is visually impaired, hearing impaired or mentally challenged while the child receives medical service.

What is *not* covered?

The service does **not** cover transportation:

- For non-medical reasons
- To providers who are outside of the member's BCBSTX network without prior authorization from ModivCare.

NEMT Transportation Benefits

The allowable benefits may vary by trip type but may include:

- Mass Transit and Bus
- Mileage Reimbursement
- Ambulatory Sedan, Van, or Taxi
- Wheelchair Lift-equipped vehicle (member must provide their own wheelchair or contact the provider line to see if ModivCare can make accommodations).

NEMT Transportation ModivCare Responsibilities

- Confirm member eligibility for NEMT services
- Coordinate reservations (for services covered by Medicaid)
- Transportation provider contracting
- Complaint management and quality assurance
- Claims payment for full range of transportation services
- Participate in member appeals as requested by the member(s)

Note: ModivCare is not a transportation provider and performs no direct transportation service. ModivCare assigns the services to a network of independent transportation providers.

Complaints Process

To file a **formal complaint** using the following:

- Medical Transportation Program Complaint Center: 1-877-633-8747
 - Health and Human Services Office of the Ombudsman: 1-877-787-8999
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- Member and/or provider on behalf of the member submits the complaint to BCBSTX.
 - BCBSTX receives the complaint and acknowledgement letter is sent within five business days
 - ModivCare will provide additional information regarding investigation to BCSTX.
 - Complaint is documented, researched and resolved
 - Resolution and "Your Right" letter is sent to member and/or provider on behalf of the member via secure method (within 30 calendar days).



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Appeals Process

- Member and/or provider on behalf of the member submits the appeal to BCBSTX
- BCBSTX receives the appeal and an acknowledgement letter sent within five business days
- Appeal is researched and determination is made.
- Resolution and "Your Rights" letter sent to member and/or provider on behalf of the member via secure method (within 30 calendar days).

Frequently Asked Questions:

What if there is a change to a member's already scheduled transportation? Please contact the Facility Assistance Team at 1-877-564-9835 as soon as you are aware of any changes.

NOTE: For dialysis facilities, this would also include any changes to the member's chair time or appointment times that may impact their transportation.

Who do I contact to arrange the member's pick-up from my facility once their appointment is complete? If the pickup time was set as "Will Call" please call ModivCare at 1-866-824-1565 to schedule the return trip, it may take up to 60 minutes. If the return time was scheduled but the provider is late, please call ModivCare for immediate help.


Are there any exceptions to the Advanced Notice Policy? In special circumstances there are trips that may qualify as urgent, and can be scheduled same day, or without advanced notice. These would be life-sustaining treatments such as dialysis, radiation, or oncology related transports, and all hospital discharges.

Additional information

For additional information reference [ModivCare's Healthcare professional page](#). 

ModivCare Solutions, LLC, a subsidiary of ModivCare, Inc., is an independent company that arranges transportation services for BCBSTX members. ModivCare is wholly responsible for its own products and services. BCBSTX makes no endorsement, representations or warranties regarding any products or services provided by ModivCare.

Checking eligibility and/or benefit information and/or the fact that a service has been preauthorized is not a guarantee of payment. Benefits will be determined once a claim is received and will be based upon, among other things, the member's eligibility and the terms of the member's certificate of coverage applicable on the date services were rendered. If you have any questions, please call the number on the member's ID card.

 By clicking this link, you will go to a new website/app ("site"). This new site may be offered by a vendor or an independent third party. The site may also contain non-Medicare related information. In addition, some sites may require you to agree to their terms of use and privacy policy.

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