

We can help you get there

Blue Cross Complete provides transportation for our members

Need a ride to your doctor's office, to pick up a prescription or for other medical services? Blue Cross Complete of Michigan's ride service can help you get there.

How do I schedule transportation?

You can schedule transportation by calling **1-888-803-4947** for a ride to and from covered medical services that aren't emergencies. TTY users should call **711**. Schedule your ride at least two business days before your appointment. Have your Blue Cross Complete member ID card available when you call. In case of an emergency, call **911**.

You can also schedule transportation online. Follow these steps:

- 1. Set up your online account.**
 - Go to member.modivcare.com*.
 - Click *I'm a new user*.
 - Fill in the account information.
 - Add the members whose rides will be managed through this account.
- 2. To schedule transportation online, go to member.modivcare.com***
 - Sign in with your email and password, then click *Login*.

Make sure you keep both your reservation number and your confirmation number. You should receive your confirmation number within 24 hours.

Same-day scheduling isn't available online.

If you need to schedule an urgent or same-day ride, call **1-888-803-4947**.

*Blue Cross Complete of Michigan doesn't own or control this website. Blue Cross Complete of Michigan is an independent licensee of the Blue Cross and Blue Shield Association.

Where can the ride service take me?

You can get rides to and from all medical services covered by Blue Cross Complete. This includes rides to and from:

- Your doctor's office
- Your pharmacy to pick up prescriptions
- Your durable medical equipment supplier
- The hospital and then home after you've been discharged

How soon should I schedule a ride?

You should schedule rides at least two business days before your appointment. If you can't give two days' notice, you can still schedule a ride, but you will need to call us rather than make an online reservation.

What should I do if I need to cancel a ride?

If you need to cancel a ride, call **1-888-803-4947** at least four hours before your appointment.

What do I need when I call or schedule online?

You'll need your Blue Cross Complete member ID card. You'll also need the date and time of your appointment and the address and phone number of your doctor's office.

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Confidence comes with every card.®

Download on the
App Store

GET IT ON
Google Play

Simply type
"BCCMI" in the
search bar.

Find transportation information anytime, anywhere on our mobile app. It's available for iPhone and Android smartphones at no cost. Visit Google Play™ or the App Store® to download.*

*Google Play is a registered trademark of Google LLC. App Store is a service mark of Apple Inc., registered in the U.S. and other countries.

Transportation Services

For rides to medical services covered by Blue Cross Complete of Michigan, call or go online:

1-888-803-4947

TTY users call **711**.

mibluccrosscomplete.com/transportation



When will I be picked up for my appointment?

You'll be picked up about one hour before your appointment.

How many people can ride with me?

You and one other passenger are allowed. But, if you're the caregiver and have up to four children younger than 18 in your care at the time of the scheduled appointment, the children are allowed to ride with you. You must inform the ride service of the additional passengers at the time you schedule your ride.

Do you provide car seats and wheelchairs?

No. You're required to provide all necessary child safety or booster seats and any required medical equipment, such as wheelchairs and oxygen tanks. Riders without proper safety equipment or medical equipment won't be transported.

How do I get home?

You can schedule a return trip at the time you make your reservation. If you don't know when you'll need a return ride, call for a Will Call ride when you're ready to be picked up at [1-888-803-4947](tel:1-888-803-4947). Please note that the wait for a Will Call pick-up could be up to 60 minutes.

What if I need regular rides?

If you have regular appointments for treatments, such as dialysis, we can set up a series of rides to meet your needs.

How do I schedule same-day or urgent trips?

Call [1-888-803-4947](tel:1-888-803-4947) (TTY: [711](tel:711)). Typical reasons for urgent visits include:

- Visits to your doctor if you are pregnant
- Sick visits
- Follow-up appointments scheduled within 24 hours of a hospital discharge
- Any transportation request from the health plan

Who can schedule rides?

Rides can be scheduled by:

- Members who are 18 and older
- Teens seeking family planning or pregnancy-related services
- Your parent, legal guardian or authorized representative
- A Blue Cross Complete case manager
- A hospital discharge planner
- A social worker

Do I pay for rides?

No. Rides to and from covered medical services are part of your Blue Cross Complete health care benefits and have no cost to you.

What if I have feedback about my ride?

Call Blue Cross Complete's Customer Service at [1-800-228-8554](tel:1-800-228-8554), 24 hours a day, seven days a week. TTY users should call [1-888-987-5832](tel:1-888-987-5832).

Other transportation options

When you schedule your ride, we'll determine the best kind of transportation for you. The ride service uses a network of local transportation vendors, so you may be picked up by a cab company, a wheelchair-equipped van or another type of vehicle.

In certain situations, you may use bus tokens or mileage reimbursement. Bus tokens may be offered if you're able to ride the bus and the bus route is within a quarter mile of your home.

If you have your own transportation and choose to drive yourself, you can get reimbursed for your mileage. To get reimbursed, call [1-888-803-4947](tel:1-888-803-4947) before going to your appointment and request a mileage reimbursement form. You'll need to complete the form, have your doctor sign it and mail it as instructed. If you have a relative or neighbor drive you, you can use the the form to reimburse him or her.

For more transportation assistance, visit mibluecrosscomplete.com/transportation. Or call Blue Cross Complete's Customer Service at [1-800-228-8554](tel:1-800-228-8554), 24 hours a day, seven days a week. TTY users should call [1-888-987-5832](tel:1-888-987-5832).



For questions about your benefits, call:

Customer Service

[1-800-228-8554](tel:1-800-228-8554)

(TTY: [1-888-987-5832](tel:1-888-987-5832))

24 hours a day, seven days a week



Nondiscrimination Notice and Language Services

Discrimination is against the law

Blue Cross Complete of Michigan complies with applicable federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability or sex. Blue Cross Complete of Michigan does not exclude people or treat them differently because of race, color, national origin, age, disability or sex.

Blue Cross Complete of Michigan:

- Provides free (no cost) aids and services to people with disabilities to communicate effectively with us, such as:
 - Qualified sign language interpreters
 - Information in other formats (large print, audio, accessible electronic formats)
- Provides free (no cost) language services to people whose primary language is not English, such as:
 - Qualified interpreters
 - Information written in other languages

If you need these services, contact Blue Cross Complete of Michigan Customer Service, 24 hours a day, 7 days a week at **1-800-228-8554** (TDD/TTY: **1-888-987-5832**).

If you believe that Blue Cross Complete of Michigan has failed to provide these services or discriminated in another way on the basis of race, color, national origin, age, disability or sex, you can file a grievance with:

- **Blue Cross Complete of Michigan Member Grievances**
P.O. Box 41789
North Charleston, SC 29423
1-800-228-8554
(TDD/TTY: **1-888-987-5832**)
- If you need help filing a grievance, Blue Cross Complete of Michigan Customer Service is available to help you.

You can also file a civil rights complaint with the U.S. Department of Health and Human Services, Office for Civil Rights, through the Office for Civil Rights Complaint Portal available at ocrportal.hhs.gov/ocr/portal/lobby.jsf, by mail or phone at:

U.S. Department of Health and Human Services

200 Independence Avenue, SW
Room 509F, HHH Building
Washington, D.C. 20201
1-800-368-1019
(TDD/TTY: **1-800-537-7697**)

Complaint forms are available at:
hhs.gov/ocr/office/file/index.html.

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