



# Medicare Advantage Non-Emergency Medical Transportation (NEMT) Guide

For BlueMedicare Independence (HMO) Members

*Let's Ride!*

 [www.verida.com](http://www.verida.com)

*Connecting Life to Health*

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## Our Mission

*To provide transportation management solutions that deliver the highest levels of quality and satisfaction to our consumers, while offering exceptional value, performance, and responsiveness to our contracting agencies.*

## Arkansas Blue Medicare Non-Emergency Transportation Program at a Glance

Non-Emergency Medical Transportation (NEMT) is provided to BlueMedicare Independence (HMO) members who require transportation assistance to approved health-related appointments and have no other means of transportation.

Verida provides this service to BlueMedicare Independence (HMO) members who live in approved counties throughout the State of Arkansas (see the county list on page 3).



*This is a shared-ride service. Therefore, you may be riding with other passengers picked up at or near your pick-up location.*

If you require extra assistance for a medical reason, you may request one adult escort to accompany you. Your escort **MUST** be present at your pick-up and drop-off location. **Escorts MUST be requested when scheduling the appointment.**





## Making Transportation Arrangements for Members

Call Verida to arrange transportation services to covered health-related appointments at least 3 business days in advance of the appointment date. You can schedule trips up to 30 days in advance (business days do not include Saturday, Sunday, and approved state holidays).

### *When Scheduling Transportation...*

*Please have the following information ready for the Customer Service representative when you call:*

- Your full name, phone number, address, date of birth, and COUNTY of residence
- Your member ID number as it appears on your BlueMedicare Independence (HMO) member ID card
- An emergency contact's name and phone number
- Specify any special needs (e.g., oxygen, escort) when scheduling

### ARKANSAS SERVICE AREA

Arkansas, Ashley, Baxter, Benton, Boone, Bradley, Calhoun, Carroll, Clark, Clay, Cleburne, Cleveland, Columbia, Conway, Craighead, Crawford, Crittenden, Cross, Dallas, Drew, Faulkner, Franklin, Fulton, Garland, Grant, Greene, Hempstead, Hot Spring, Independence, Izard, Jackson, Jefferson, Johnson, Lawrence, Lee, Lincoln, Logan, Lonoke, Madison, Marion, Mississippi, Monroe, Montgomery, Nevada, Newton, Ouachita, Perry, Pike, Poinsett, Polk, Pope, Prairie, Pulaski, Randolph, Saline, Scott, Searcy, Sebastian, Sharp, St. Francis, Stone, Union, Van Buren, Washington, White, Woodruff, and Yell.



### **Member Portal**

*As an option, you can schedule your trips using our member portal. Scan this QR code to go to the Member Portal now.*





## Helpful Hints for Members

- If you are able to use public transportation to your medical appointment, Verida will provide you with a pass for the trip. Please let us know when scheduling your transportation.
- If you haven't heard from your provider within 30 minutes of notification, please call us toll free at 1-855-827-1777.
- You should be prepared to share your ride with others and make multiple stops during your transport.
- Be patient, as traffic and weather may delay your provider.
- You are only able to carry one bag onto the vehicle; the bag must fit in your lap...no exceptions.

## Making Transportation Arrangements for Members (Cont.)

*Please have the following destination information available...*

- The address, phone number, and name of your doctor and the medical facility where you are being transported
- Your mobility status (i.e., walking, wheelchair, BLS/ALS ambulance)\*\*
- Your room number (for BLS/ALS only)
- An emergency contact's name and phone number

**\*\*** You will not be allowed to remain on the transportation provider's stretcher while receiving treatment. The transportation provider must leave you at your appointment destination and will return when you notify them that you are ready for return transportation.

### Not Ready or Unable to Attend an Appointment

- If you are not ready upon the driver's arrival, the driver will only wait 15 minutes.
- If you are unable to attend your appointment, please cancel by calling Verida **BEFORE** the pick-up time.
- You **MUST CALL** the call center after your appointment is complete to **REQUEST PICK-UP**. The provider has **ONE HOUR** from the pick-up request time to return to your location.



## Transportation Provider Standards

- Drivers should be wearing an ID badge.
- Transportation vehicles should be marked with their company name.
- Transportation is considered on time if you arrive within 15 minutes of your appointment time.
- When picking-up, drivers are only authorized to wait 15 minutes.
- Providers have one hour from your "I am ready to return home" call to pick you up.
- Drivers must transport safely and follow all traffic laws.

***If the provider fails to meet any of these standards, please contact us.***

### Key Contact Information:

To talk to someone about your transportation experience, please contact:

Customer Service

Reservations: **1-855-827-1777**

Ride Assistance: **1-855-827-1777, press option 1**

Hearing Impaired: (TTY): **711 (VA Relay Service)**



### **The Verida Team**

*While Verida strives to provide the highest level of service possible, we realize unforeseen things can happen. Contact us should you have any questions.*







## At Our Core

*Verida believes in building a better service for you...results:*

**Member  
Focused**

**Forward  
Thinking**

## Frequently Asked Questions

**Q. What if the vehicle is more than 15 minutes late?**

**A.** Call the call center toll-free at 1-855-827-1777.

**Q. Can I get a ride to urgent care?**

**A.** Verida will arrange a ride when you ask for urgent care and have no other way to get to your appointment.

Urgent care is when a person has a medical need that isn't life threatening but that is so important, they must be seen on the same day. Verida may call the medical provider to confirm you do need urgent care.

Hospital discharges are considered urgent care. Also, appointments made by medical providers that don't allow enough time for 3 day scheduling are considered urgent care.

A driver will pick up members with valid urgent care appointments within 3 hours of the time the trip was requested.

