# ☆ VERIDA

Medicaid Non-Emergency Medical Transportation (NEMT) Guide

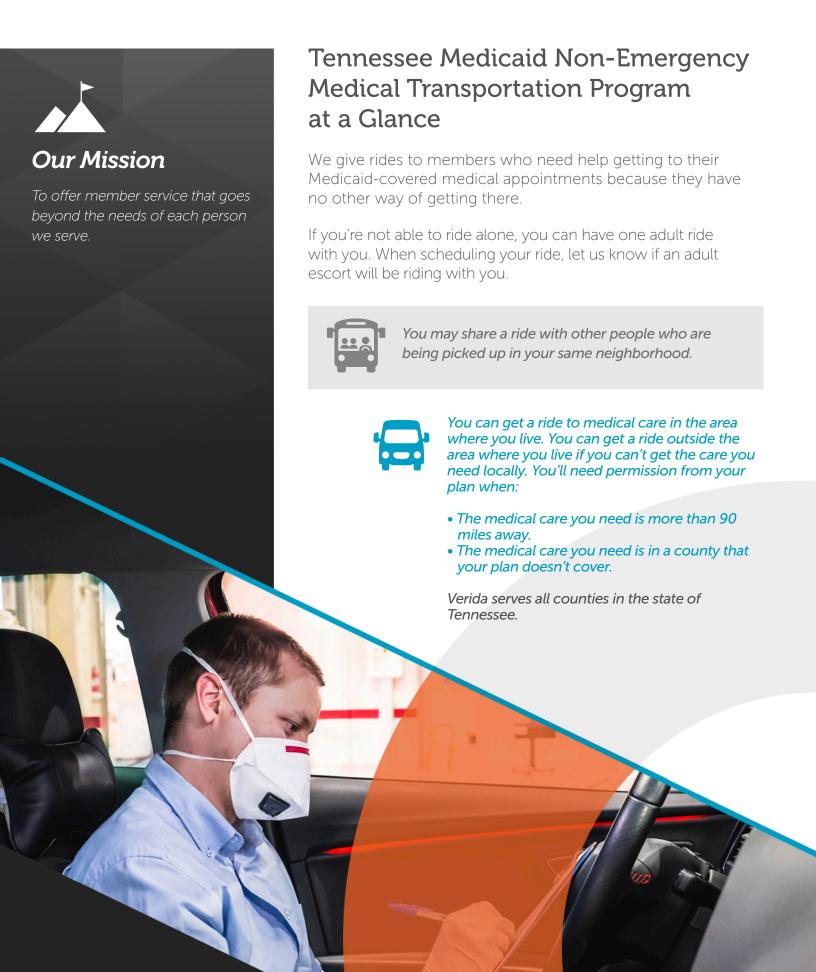
For Tennessee BlueCare and TennCareSelect Members



http://member.verida.com

Connecting Life to Health







# **Scheduling Rides for Members**

Call us at least three calendar days before your trip. The trip must be for medical care Medicaid covers. You can schedule your trips as far in advance as needed.

### Scheduling Rides

Please have this information ready for our team when you call:

- Your full name, phone number, address, date of birth and county of residence
- Your Medicaid number on your Medicaid Card or your name and date of birth
- An emergency contact's name and phone number
- Any special needs you have like oxygen or an escort to ride with you

### Please have the information about where you need to go ready.

- The address, phone number, and name of your doctor and the medical facility where you're going
- Your mobility needs (do you walk, use a wheelchair or need an ambulance)\*\*
- Your room number (for ambulance only)
- The name and phone number of the person we should call if there's an emergency

\*\* You can't stay on the driver's stretcher when seeing your doctor.

The driver must leave you at your appointment and will return
when you let them know you're ready to go home.

## Not Ready or Can't go to an Appointment?

- If you aren't ready when the driver arrives, they'll only wait 5 minutes.
- If you aren't able to go on your trip, please call us BEFORE the pick-up time.
- You must call us after your appointment is done to ask for a pick-up. The driver has 1 hour from the time you call to return to pick you up.



# **Member Portal**

You can also schedule your trips using our member portal.

Scan the QR code below to go to the member portal now.





- If you can take a bus to your appointment, we'll give you a pass for the trip. Please let us know when you schedule.
- Call us if you haven't heard from your driver after 30 minutes from the time you called for pick-up. Please call us toll free at 1-866-473-7565, option 3.
- You should be ready to share your ride with others and make a few stops during your trip.
- Be patient. Traffic and weather can slow down your driver.
- You may carry one bag onto the vehicle. The bag must fit on your lap. No exceptions.



## **Ride Standards**

- Drivers should be wearing an ID badge.
- Vehicles should be marked with their company name.
- A ride is on time if you arrive within 15 minutes of your appointment time.
- When picking you up, drivers will wait 5 minutes.
- A driver has 1 hour from your "I'm ready to go home" call to pick you up.
- Drivers must drive safely and follow all traffic laws.

If the driver or vehicle does not meet any of these standards, please contact us.

#### **Key Contact Information:**

To talk to someone about how your ride was, please call:

Toll-Free Reservation Line (BlueCare)

1-855-735-4660

Toll-Free Reservation Line (TennCareSelect)

1-866-473-7565

Where's My Ride

1-866-473-7565 - press option 3

Spanish

1-866-473-7565 - press option 9





