




# Medicaid Non-Emergency Medical Transportation (NEMT) Guide

For Tennessee BlueCare and TennCareSelect Members



*Let's  
Ride!*

 <http://member.verida.com>

***Connecting Life to Health***

January 2023



## Our Mission

*To offer member service that goes beyond the needs of each person we serve.*

# Tennessee Medicaid Non-Emergency Medical Transportation Program at a Glance

We give rides to members who need help getting to their Medicaid-covered medical appointments because they have no other way of getting there.

If you're not able to ride alone, you can have one adult ride with you. When scheduling your ride, let us know if an adult escort will be riding with you.



*You may share a ride with other people who are being picked up in your same neighborhood.*



*You can get a ride to medical care in the area where you live. You can get a ride outside the area where you live if you can't get the care you need locally. You'll need permission from your plan when:*

- *The medical care you need is more than 90 miles away.*
- *The medical care you need is in a county that your plan doesn't cover.*

*Verida serves all counties in the state of Tennessee.*



## 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.



## Helpful Hints for Members

- 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**



### The Verida Team

*While Verida works hard to provide great service, we know things sometimes happen. Let us know if 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 my ride is more than 15 minutes late?**

**A.** Call the Call Center toll-free at 1-866-473-7565; choose option 3 to speak with a dispatcher.

### **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.

