

BlueSaludSM

Frequently Asked Questions About Transportation Services



Who can request transportation?

- A BlueSalud member who is at least 16 years old
- A BlueSalud member's relative or legal guardian, or an authorized medical provider
- BCBSNM case manager or plan representative

How does a member arrange routine transportation?

Call LogistiCare[®] to arrange a ride. They are available Monday through Friday 8 a.m. - 5 p.m. Mountain Time (MT); closed weekends and holidays. You must call at least 3 business days (72 hours) before your appointment. An example of routine transportation is a regularly scheduled visit to see your PCP.

To schedule a ride, call 1-866-913-4342.

How far in advance can a member request transportation?

You cannot schedule a ride more than two weeks before an appointment.

What information will a member need to reserve a ride?

When scheduling a ride, provide:

- Your full name
- BCBSNM member ID number or Medicaid Number
- Reason for the appointment
- Your appointment time
- Name and address of the doctor or facility
- Phone number of the doctor or facility
- Time you need to return home
- Special needs (you will be bringing/using a wheelchair, walker, medical equipment, oxygen, etc.)

What if a member needs a ride for urgent care?

Call LogistiCare. They can help you figure out a ride to get urgent care. They can call your doctor for help making decisions about your needs. They'll ask if a friend or family member can drive you. An example of urgent care is someone who needs medical attention but does not need an ambulance.

Rides to urgent care service can be arranged the same day. Examples of urgent trips are:

- hospital discharges
- appointments deemed urgent by your doctor
- facility transfers

LogistiCare will call your provider to confirm the appointment before arranging same-day transport.

If emergency transportation is needed, what does a member do?

LogistiCare does not handle emergency transportation. In an emergency, call 911 or go to the nearest hospital or trauma center. BCBSNM covers emergency transportation only for life-threatening situations. Examples of emergency conditions are:

- heart attack
- poisoning
- severe allergic reaction
- convulsions
- unconsciousness
- uncontrolled bleeding

We cover emergency transport by ambulance, air ambulance, or specially equipped van. Always carry your BCBSNM member ID card with you.

What if a member is not ready when transportation arrives?

Drivers are required to wait 5 minutes. If you are not ready within that time, they won't wait longer. They can't wait because they have other people to transport.

What if an appointment runs late?

You or someone at your provider's office should call LogistiCare as soon as possible. Call 1-866-418-9829. LogistiCare will tell the driver about changing your pick-up time.

Do members have to cancel their ride if the appointment changes?

Yes. You must call LogistiCare:

- as soon as your appointment has been changed or canceled
- at least 2 hours before your scheduled pick-up time

Are there trip mileage limits?

Please call LogistiCare for details about mileage limits.

What is the service area?

Transportation is provided within New Mexico.

Can members request trips for out-of-state services?

We do not provide transportation out of state except for approved services. Out-of-state travel requires prior approval.

What types of transportation are covered?

- Ambulatory: sedan, van, taxi
- Wheelchair lift-equipped vehicle
- Mileage reimbursement – see [guidelines](#) (PDF)
- Mass transit – see [guidelines](#) (PDF)

Are meals and lodging covered for members?

Yes. Meals and lodging require prior approval. See [guidelines](#) (PDF) for reimbursement.

Are trips to a pharmacy or prescription delivery covered?

No. We do not cover rides to/from a pharmacy. We do not cover having your prescription delivered by car, van, taxi, etc.

Are trips to nursing homes covered?

Trips from a member's home to a nursing home are covered. Trips from a nursing home to an approved appointment, then back to a nursing home are covered.

Are trips for non-medical purposes covered?

No. You can only use this service for medical needs. We do not cover rides to go shopping or to visit a friend. We do not cover rides for any non-medical purpose.

Can a member bring someone on the trip to/from the appointment?

Members can have one person ride with them. Call LogistiCare for details.

Are wheelchairs provided for members during the trip?

No. Members are required to provide their own wheelchair and any other durable medical equipment they may need.

What should a member do if the driver requests them to pay a copay?

Members should refuse to pay a copay. They should tell the driver that their plan does not require them to pay a copay.

Will members share a vehicle?

You may have to share a vehicle with other clients. You only have to share a ride as long as you don't travel 45 minutes longer than if you had traveled directly to your appointment.

Blue Cross and Blue Shield of New Mexico transportation services are administered by LogistiCare, LLC. Services are funded in part under a contract with the State of New Mexico.

Blue Cross and Blue Shield of New Mexico is a Division of Health Care Service Corporation, a Mutual Legal Reserve Company, an Independent Licensee of the Blue Cross and Blue Shield Association.