

TennCare's Non-Emergency Medical Transportation Benefit



How to Schedule A Ride

Rides are provided for any TennCare Member who does not have access to transportation. Transportation is available to any TennCare covered service. The ride must be scheduled with a 72-hours advanced notice of the Member's appointment time. If adequate notice is not given by the Member, the NEMT Call Center will verify with the medical provider if the appointment is considered urgent. If urgency is confirmed, the trip will be scheduled with the appropriate method of transportation.

UnitedHealthCare and Wellpoint Members/Tennessee Carriers

UnitedHealthCare: **1-866-405-0238** Wellpoint: **1-866-680-0633**

Where's My Ride Option 1 for each of the above numbers Spanish Option 2 for each of the above numbers

BlueCare and TennCare Select Members/Verida

BlueCare: **1-855-735-4660** TennCare Select: **1-866-473-7565**

Where's My Ride Option 3 for each of the above numbers Spanish Option 9 for each of the above numbers

Transportation Contacts for Questions and Concerns

NEMT Broker Contacts

Tennessee Carriers **(901) 795-7055 ext. 8625**

<https://tenncarriers.com/>

Verida **(423) 607-5323** (option 1-TN)

<https://verida.com/tennessee-bluecare-members/>

MCO's Transportation Contacts

BlueCare/TennCare Select: Angela Fleming, Angela_Fleming@BCBST.com

UnitedHealthCare: Lorisa Risner, Lorisa.Risner@uhc.com

Wellpoint: Michelle Richburg, Michelle.Richburg@wellpoint.com

TennCare Transportation Contacts

Tammy Mihm, Tammy.Mihm@tn.gov

Michele Napier, Michele.Napier@tn.gov

Emmaliz Aguilar, Emmaliz.Aguilar@tn.gov

The NEMT Broker will determine the appropriate method of transportation based on the information provided by the Member during scheduling. The call center will verify with the Member their mobility needs, level of service, any additional riders, escorts, or pharmacy stops during transportation scheduling. **The most cost-effective method of transportation will be used. The Member is neither guaranteed a preference of transportation providers nor a preferred method of transport.** The use of Lyft, Uber or Taxi is not determined by the Member. The Member is given the option of Mileage Reimbursement if they have a friend or family member who is willing to drive them. This option is offered to the Member during the scheduling process. The Member is not restricted on the number of children they are allowed to take with them to the appointment, but the information should be disclosed by the Member during scheduling.

Hospital Discharges should be scheduled by the discharging facilities as soon as they become aware of the need for transportation. The NEMT Broker has 3-4 hours from the time that the NEMT Broker is notified of the pick-up to arrive for transport. Three (3) hours if the pick-up is considered an urban location and four (4) hours if it is non-urban. Scheduling at the earliest possible time will assist in expediting the discharge process.