

## NEMT Facilities and Hospital Scheduling Discharges

TennCare's Non-Emergency Medical Transportation (NEMT) benefit is available for Members to get to and from their covered health services. The Member must be eligible for services on the date of service and have no other means of transportation. All Non-Emergency Transports must be scheduled through the call center based on the member's Health plan assignment.



**UnitedHealthcare Community Plan &  
Dual Complete** 1-866-405-0238  
**Wellpoint Medicaid | Medicare Advantage**  
1-866-680-0633



**BlueCare** 1-855-735-4660  
**TennCare Select** 1-866-473-7565  
**BlueCare Plus** 1-855-681-5032

### What information do you need to schedule these transports?

#### Member Information

- Full Name
- Phone Number (where the member can be reached and/or receive notifications)
- Home Address Verification (if home address is difference than what is on file, the County of residence is required)
- Date of Birth, Last 4 digits of Social Security Number, or Member's I.D. number (as it appears on the insurance card)

#### Pick up Location

- Name of Facility
- Room/Suite Number (if applicable)
- Address  
Best Practice Note: Designated Pick-up/Drop-off area on the campus preferred
- Phone Number (to call when transporter arrives to pick up the member)

#### Destination Information

- Name of Facility/Doctor
- Room/Suite Number (if applicable)
- Address  
Best Practice Note: Designated Pick-up/Drop-off area on campus preferred

- Phone Number (to call to verify appointment or other information)
- Purpose of Transport

### **Transportation Types**

- Ambulatory  
Type selected if the member can walk and requires no or minimal assistance.
- Wheelchair  
Type selected when the member uses and has own wheelchair for mobility/transport
- Invalid Stretcher  
Transport requires a stretcher, but no medical care will be needed or provided.
- ALS/BLS Ambulance  
Transport requires a letter of medical necessity and Member requires medical care
- Bariatric  
Weight and height of member is required

### **Special Requests / Needs**

- Will the member require a pharmacy stop?
- Will the member need: Oxygen, ventilator, I.V., bariatric and/or special height/weight needs, stairs, service animal, etc.?
- Long Distance  
Transports may require additional verification/validation procedures.