

Non-Emergency Medical Transportation (NEMT) Member Frequently Asked Questions

What if I do not have a ride to my doctor's appointment?

- TennCare will get you a ride to a TennCare covered service. If you have a friend or family member that can drive you, you may be able to get gas money.

How do I get a ride to my doctor's appointment?

- Call the phone number assigned to your healthcare plan to get a ride.
 - BlueCare: **1-855-735-4660**
 - TennCare Select: **1-866-473-7565**
 - UnitedHealthCare: **1-866-405-0238**
 - Wellpoint: **1-866-680-0633**

What do I need to schedule a ride for myself or someone else?

- The name, birthday and phone number of the person who needs a ride.
- The address where they will be picked up for their ride.
- The social security number or TennCare ID number of the person who needs a ride.
- The date and time of the appointment.
- The name, address, and phone number of the doctor the appointment is with.

When should I call and schedule my ride?

- Try to schedule your ride three days before you need it. You can schedule your ride as soon as you find out you have an appointment.

Can I schedule more than one ride at a time?

- Yes. You can schedule all of the rides that you know about at the same time.

I need someone to help me walk to the door when I get to my appointment. Can someone help me?

- Yes. The call center agent will ask you if you need help with anything. Tell them that you need help when you schedule your ride.

How much will it cost me to get a ride to the doctor?

- The ride to your doctor appointment is free for TennCare services.

I need to go to the doctor. Can I go today?

- If your appointment is considered Urgent, you can get a ride. The call center agent will call your doctor to make sure they want to see you that day. If you need to be seen that day, you will get a ride. If you have an Emergency, please contact **911**.
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Who should I call if I need an ambulance?

- If you have an emergency, please contact **911**.

I have a wheelchair. Can I get a ride and take my wheelchair with me?

- Yes. Tell the call center agent that you have a wheelchair. They will schedule your ride with someone that can take you and your wheelchair.

What if I need help getting in/out of the car?

- The call center agent will ask you if you need help with anything. Tell them that you need help when you schedule your ride.

Can I bring my kids with me to the doctor?

- Yes. Tell the call center agent that you need to bring your kids. They will save a seat for everyone.

Will the driver have car seats for my kids?

- No. You must bring your car seat and it must be taken with you to your appointment.

I am ready to go home. Who do I call?

- Call the phone number assigned to your healthcare plan your healthcare plan to get a ride.
 - BlueCare: **1-855-735-4660**
 - TennCare Select: **1-866-473-7565**
 - UnitedHealthCare: **1-866-405-0238**
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I don't know when my doctors' appointment will end. How do I schedule my ride home?

- The call center agent will schedule your ride home as a "will-call". That means you need to call the call center when you are ready to go home.

I scheduled my return ride as a "will-call". When will the driver arrive?

- The driver will pick you up within one (1) hour.

Will I be riding by myself?

- There may be other people riding with you to your appointment.

I have a car, but I do not have any gas money.

- Please contact the call center and request the ride to be scheduled as Mileage Reimbursement. They will tell you how it works.
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What is the Mileage Reimbursement Program?

- The Mileage Reimbursement Program will pay for your gas if you have a neighbor, friend, or family member that can drive you to and from your appointments. Please contact the call center to learn more.

Can my neighbor take me to the doctor and get paid?

- The Mileage Reimbursement Program will pay for your gas if you have a neighbor that can drive you. Please contact the call center to learn more.

Can a family member take me home after being discharged from the hospital?

- Yes. Contact the call center to request the Mileage Reimbursement Program after you have been discharged to avoid waiting.

Can I call Lyft or Uber and get reimbursed for the cost?

- No. You must contact the call center to schedule a ride. They will help you schedule a ride.

What if I do not want to ride with the driver that usually picks me up?

- If your driver does something wrong, report it to the call center agent or to your healthcare plan. If you don't ride with the driver who comes, it may be hard to find another driver. You can find a friend or neighbor to take you and get gas money.

My medicines are ready at the Pharmacy. Can I get a ride to the Pharmacy?

- Yes. Contact the call center to get a ride. If you know you will get a prescription, tell the call center agent to schedule a ride to the pharmacy when you schedule a ride to your doctor's appointment.

My appointment has been canceled. Do I need to call to change my appointment date and time?

- Yes. Contact the call center and tell them your appointment has changed.
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