

## Transportation FAQs

### **How do I schedule a ride?**

Call the reservation line at 1-866-430-1101 (TTY 711). As a Healthy Blue member, you get rides to your medical appointments at no cost. Please call at least 48 hours ahead of time to schedule a ride. If you don't, your request may be denied.

### **What will you need from me when I call?**

We'll need:

- Your member ID card number (shown as "Member ID #" on your card)
- The date, time and address for your appointment

### **How do I change the details for a ride I scheduled?**

Please call us at 1-866-430-1101 (TTY 711) at least 48 hours before your trip so that we can make any needed changes.

### **What if I need to cancel my ride?**

If your appointment is canceled or you don't plan to attend, please call 1-866-430-1101 (TTY 711) and let us know at least 24 hours ahead of time. This makes sure we can get other members where they need to go.

### **Additional riders**

You may have one additional rider, but you must let us know when you book your appointment so we can leave a seat open. If we're not aware, we might not have room.

### **When am I getting picked up?**

You should be ready to leave one hour before your scheduled appointment, plus the amount of time it takes to get where you're going. The driver will pick you up sometime during this window.

### **How long will the driver wait for me?**

The driver will wait for 10 minutes and will try calling you at the phone number you provided. Please let us know of any changes to your contact number.

### **What is a shared ride program?**

A shared ride program means that you may have other members riding with you. You may have to ride up to 45 minutes longer than the time it takes to get directly to or from your appointment.

### **Where's my ride?**

If you're ready for pickup after your appointment, but your ride is late or you have questions about your ride, call 1-866-430-1101 (TTY 711), option 2.

**Curb-to-curb service**

We're only allowed to provide curb-to-curb service, so we can only offer a little assistance when getting in and out of the vehicle. For example, we can offer to help keep you steady while you get into the vehicle or provide a step stool, if needed. We aren't allowed to come into your home or carry things for you.

**Are car seats or wheelchairs provided?**

No, you must provide your own car seat or wheelchair.

Do you need help with your health care, talking with us, or reading what we send you? Call us toll free at 1-844-521-6941 (TTY 711) to get this for free in other languages or formats.

¿Necesita ayuda con su atención médica? ¿Necesita ayuda para leer lo que le enviamos o para hablar con nosotros? Llámenos al número gratuito 1-844-521-6941 (TTY 711) para conseguir esta información sin costo en otros idiomas o formatos.

**[www.myhealthybluela.com](http://www.myhealthybluela.com)**

Healthy Blue is the trade name of Community Care Health Plan of Louisiana, Inc., an independent licensee of the Blue Cross and Blue Shield Association.