

## Transportation FAQs

### How can I schedule a ride?

You can call the reservation line at 866-430-1101 (TTY 711). As a Healthy Blue member, you can receive rides to your medical appointments at no cost. Please call at least 48 hours ahead of time to schedule a ride. If you do not, your request may be denied.

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

We will need the following information from you:

- Your member ID number (found on your member ID card)
- The date, time, and address for your appointment

### How can I change the details for a ride I scheduled?

To make changes to a scheduled ride, please call 866-430-1101 (TTY 711) at least 48 hours before your trip so we have time to make changes, such as rearranging the schedule if needed.

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

If your appointment is canceled or you are unable to attend, please call 866-430-1101 (TTY 711) to let us know at least 24 hours ahead of time. This makes sure we can use this time to transport other members where they need to go.

### May I bring additional riders?

You may have one additional rider, but you must let us know when you book your appointment to make sure we have room.

### When will I be picked up?

Please be ready to leave up two hours before your scheduled appointment time. Your driver may arrive anywhere from 15 minutes to two hours before your appointment, depending on:

- The time it takes to travel to your destination.
- Traffic.
- Whether or not you will be sharing a ride with another person.

For longer trips or during heavy traffic times, expect them to arrive earlier.

### 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 ahead of time if your contact number changes.

### What is a shared ride program?

A shared ride program means you may have other people riding with you. Because it is a shared ride program, you may have to ride up to 45 minutes longer than the time it takes to get directly to or from your appointment.

**When will my ride pick me up after my appointment?**

You will be picked up no more than two hours after the appointment has ended. If your ride is late or you have questions about your return ride, you can call 866-430-1101 (TTY 711) and dial option 2.

**Curb-to-curb service**

We are only allowed to provide curb-to-curb service. That means 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 are not 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 healthcare, talking with us, or reading what we send you? Call us toll free at 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 844-521-6941 (TTY 711) para conseguir esta información sin costo en otros idiomas o formatos.

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