



Transportation for Your Patients

If you have patients who can't get to their appointments for TennCare services with you because they don't have a ride, tell them they have an option. Southeastrans will get them to and from their visit with you at no charge.

A ride is guaranteed only if they schedule it 72 hours before their health care visit. If possible, they should schedule a week in advance and confirm three days before the trip.



Your patients can set up a ride through Southeastrans' convenient on-line scheduling at **member.southeastrans.com**. Or they can call:

- BlueCare East **1-866-473-7563**
- BlueCare Middle **1-866-570-9445**
- BlueCare West **1-866-473-7564**
- TennCare *Select* Statewide **1-866-473-7565**

Member ID Required to Schedule

They will need their Member ID card along with your practice's name, phone number and location of your office and the time of their appointment. If they'll need to stop at a drugstore, they should have that name and location too.

Transportation Options

Non-emergency Medical Transportation is for TennCare services less than 90 miles away. Sometimes Southeastrans can travel farther, but your patients will need an OK from us before scheduling the ride. These are shared rides, so your patients may have to wait for pick up after their appointment. If a family member or friend drives your patient, they maybe eligible for fuel reimbursement.

Bus passes are available in some cities where bus systems operate. Southeastrans can tell your patients if this is an option where they live. Our goal is to make it easy and convenient for your patients to ride the bus to their health care visits with you. For more details about bus passes, please have them contact Southeastrans.

Urgent trips are covered rides that must happen on the day of the request. For example, if your patient is discharged from the hospital. Urgent trips aren't for emergencies.

Southeastrans is an independent company that offers transportation services to BlueCare Tennessee members and does not provide BlueCare Tennessee products or services.