

Non-Emergency Medical Transportation Benefit

How to Schedule A Ride

Rides are provided for any TennCare Member who does not have access to transportation. Transportation is available to any TennCare covered service. The ride must be scheduled **at least two business days** in advance of the member's appointment time. If adequate notice is not given by the member, the NEMT Call Center will verify with the medical provider whether the appointment is considered urgent. If urgency is confirmed, the trip will be scheduled with the appropriate method of transportation.

BlueCare and TennCare Select Members Verida

BlueCare: 1-855-735-4660
TennCare Select: 1-866-473-7565
Where's My Ride is Option 3.
Spanish is Option 9.

UnitedHealthCare and Wellpoint Members Tennessee Carriers

United HealthCare: 1-866-405-0238
WellPoint: 1-866-680-0633
Where's My Ride is Option 1.
Spanish is Option 2.

Transportation Contacts for Questions and Concerns

NEMT Broker Contacts

[Tennessee Carriers](https://tenncarriers.com) (901) 795-7055 ext. 8625 <https://tenncarriers.com>
[Verida](https://verida.com/tennessee-bluecare-members) (423) 607-5323 (Option 1 – TN) <https://verida.com/tennessee-bluecare-members>

Health Plans Transportation Contacts

BlueCare/TennCare Select: Angela Fleming, Angela.Fleming@BCBST.com
UnitedHealthCare: Hays Flippin, Frances.H.Flippin@uhc.com
Wellpoint: Jawuan Jenkins, jawuan.jenkins@wellpoint.com

TennCare Transportation Contacts

Tammy Mihm, Tammy.Mihm@tn.gov
Michele Napier, Michele.Napier@tn.gov
Emmaliz Aguilar, Emmaliz.Aguilar@tn.gov

The NEMT Broker will determine the appropriate method of transportation based on the information provided by the Member during scheduling. The call center will verify with the Member their mobility needs, level of service, any additional riders, escorts, or pharmacy stops during transportation scheduling. **The most cost-effective method of transportation will be used. The Member is neither guaranteed a preference of transportation providers nor a preferred method of transport.** The member does not determine the use of Lyft, Uber, or taxi services. If the member has a friend or family member willing to drive them, they have the option of Mileage Reimbursement. This option is presented during the scheduling process. There are no restrictions on the number of children the member may bring to the appointment, but this information should be disclosed during scheduling.

Discharging facilities should schedule hospital discharges as soon as they become aware of the need for transportation. The NEMT Broker has 3–4 hours from notification to arrive for pick-up: 3 hours for urban locations and 4 hours for non-urban locations. Scheduling at the earliest possible time will help expedite the discharge process.