



YOU'VE GOT A TICKET TO A **HEALTHY RIDE!**

Need a ride to your doctor? rideQSM could be your ticket!

If you don't have a car or nearby bus stop, it can be hard to get to the doctor. That's why Blue Cross & Blue Shield of Rhode Island (BCBSRI) now offers rideQ. Our Medicare Advantage members can get rides to and from doctor visits at no extra charge.

How does it work?

Effective January 1, 2020, with your BCBSRI plan, you get 24 one-way trips to or from your primary care provider and specialists for \$0.

Each trip has a 20-mile limit (but, hey, it's Rhode Island). Any trip over 20 miles will count as additional trips and will be subtracted from your 24-trip total.

Rides are available within our service area for all of our Medicare Advantage plans.

QUESTIONS?
Please see back page

GET STARTED

Have your BCBSRI Member ID card and cell phone number handy. (You can even use your landline.)

Call

The Blue Cross Blue Shield InstituteSM Service Center (ISC) at **1-888-510-BCBS** (2227).

A representative will walk you through how the service works and can help set up your next ride.

Click

rideQhub.com

Follow the steps on the sign-up link—answer a few simple questions to set up an account, agree to the terms and conditions, and begin booking rides to your doctor!

Q. What kind of transportation is provided?

BCBSRI has teamed up with the Blue Cross Blue Shield Institute's rideQ program to provide transportation services to help eligible members get to and from their doctor's appointments.

- Standard "curb-to-curb" rides are available for members who do not need specialized transportation or help getting to and from the car. Rides can be scheduled on demand or up to six (6) months in advance.
- Members who need specialized transportation in wheelchair accessible vehicles (WAV), or when door-to-door help is needed, must request transportation at least 72 hours in advance. Advance notice for WAV may vary based on available WAV provider(s) in your area.

Q. I scheduled my ride, what happens now?

You'll be able to see the progress that the driver is making on their way to your location by clicking into the ride details on the My Rides page. For WAV rides, the driver will call the member upon arrival. These can't be tracked via GPS.

You'll also receive text messages confirming rides that you've scheduled and upcoming ride reminders. And, when your driver is on their way to pick you up, you'll get a text message with information about the driver and car including: name, license plate number, phone number, driver's rating, make, model, and color of the car, estimated time of arrival (ETA), along with a link to watch your driver's progress in real time.

Q. Can I bring someone with me?

Yes, one person is allowed to ride with you.

Q. How many rides do I get per year?

You may receive 24 one-way trips per year, and each trip has a 20 mile limit. Any trip over 20 miles will count as additional trips and will be subtracted from your 24 trip total.

Q. Will a driver wait for me during my appointment to bring me home?

Members are not able to book a continuous ride with the same driver. Each one-way trip is dispatched separately. So, when you reserve your rides, by selecting the Roundtrip ride type, you will schedule one ride to the doctor's office and one ride home from the doctor's office. Once your appointment is over, members with a Standard curb-to-curb ride home can have their ride dispatched several ways:

1. Text **Ready** to **222747**.
2. Log into rideQ, navigate to Manage Rides and click on the ride details for the ride of interest, and click 'Ready Now' button on the subsequent leg.
3. Call ISC at **1-888-510-BCBS** to have an ISC agent dispatch the ride.

To dispatch your next leg for a WAV ride, members must call the ISC at **1-888-510-BCBS**.

Q. Really, I don't need to pay anything? Do I need to tip the driver?

No. You do not need to tip the driver. Rides booked with a rideQ driver to your primary care provider or specialists are provided at \$0 within the applicable ride and mileage caps.

Q. Where can I learn more?

Your Evidence of Coverage (EOC) includes full details on the transportation benefit. EOCs are posted online at bcbsri.com/medicare. Or, you can call the Blue Cross Blue Shield InstituteSM at **1-888-510-BCBS** (2227).

500 Exchange Street • Providence, RI 02903-2699 • bcbsri.com/medicare



Blue Cross & Blue Shield of Rhode Island and the Blue Cross Blue Shield Institute are independent licensees of the Blue Cross and Blue Shield Association. Rides available within our service area for HMO & HMO-POS plans only. PPO products also include an out-of-network transportation benefit. Reference your Evidence of Coverage (EOC) for more information. Any trip over 20 miles will count as additional trips and will be subtracted from your 24 trip total. Rides are provided to your PCP and specialists only.

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