



**BlueCross BlueShield
of Texas**

Texas Medicaid Non-Emergency Medical Transportation (NEMT) with ModivCare

Subject: Non-Emergency Medical Transportation with ModivCare

What changed

We are pleased to inform you that effective Tuesday, June 1, 2021, Blue Cross and Blue Shield of Texas (BCBSTX) Medicaid Programs for STAR, CHIP, and STAR Kids received approval to use ModivCare Solutions, LLC (formerly LogistiCare Solutions, LLC), the nation's leading manager of non-emergency medical transportation, to coordinate transportation for our members in our contracted service delivery areas (TRAVIS and MRSA Central). Prior to this arrangement, BCBSTX worked with the Medicaid Transportation Program to assist with coordinating transportation for our eligible members.

When it starts

Effective June 1, 2021, all non-emergency transportation (NEMT) services for our members with transportation benefits must be pre-arranged through ModivCare. ModivCare maintains a network of transportation providers that provide multiple levels of transportation services, including public transportation.

What it means

By this letter, we are introducing ModivCare to our facilities whose patients may need transportation services and may need to interact with ModivCare. In the coming weeks ModivCare will distribute information to facilities, set up online webinars, and begin compiling the information needed to pre-load beneficiary trip information into its reservation system. Your facility may be asked to provide or confirm trips reservation details.

What you should do


As part of the contract agreement with BCBSTX Medicaid, ModivCare is a HIPAA Business Associate of ours and is authorized to receive client private health information. We request that you assist in the implementation of this program and release requested information to ModivCare. Your cooperation and timely assistance will help to ensure that your patients arrive to their scheduled appointment safely and on time.

For additional information including how to assist a member in scheduling transportation please reference ModivCare's Healthcare professional website for [health-care Professionals](#).

Sincerely,

ModivCare Solutions, LLC, a subsidiary of ModivCare, Inc., is an independent company that arranges transportation services for BCBSTX members. ModivCare is wholly responsible for its own products and services. BCBSTX makes no endorsement, representations or warranties regarding any products or services provided by ModivCare.

Checking eligibility and/or benefit information and/or the fact that a service has been preauthorized is not a guarantee of payment. Benefits will be determined once a claim is received and will be based upon, among other things, the member's eligibility and the terms of the member's certificate of coverage applicable on the date services were rendered. If you have any questions, please call the number on the member's ID card.

 By clicking this link, you will go to a new website/app ("site"). This new site may be offered by a vendor or an independent third party. The site may also contain non-Medicare related information. In addition, some sites may require you to agree to their terms of use and privacy policy.

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