



Blue Shield Medicare Advantage Prescription Drug Plans (Individual and Group)

Transportation Services (Non-Medicare Covered)

Frequently Asked Questions

September 2024

THIS DOCUMENT IS TO BE USED AS A TOOL ONLY TO VERBALLY ANSWER QUESTIONS FROM PROSPECTIVE ENROLLEES OR CURRENT MEMBERS. THIS DOCUMENT IS NOT TO BE ISSUED OR PROVIDED TO PROSPECTIVE ENROLLEES OR CURRENT MEMBERS.

Transportation Services (non-Medicare Covered) are made available in the following Blue Shield Medicare Advantage Prescription Drug plans with Call the Car:

- Blue Shield 65 Plus (HMO) - San Diego County
- Blue Shield 65 Plus Choice Plan (HMO) - San Bernardino & Riverside counties
- Blue Shield 65 Plus Plan 2 (HMO) - Los Angeles & Orange counties
- Blue Shield Inspire (HMO) - Alameda & San Mateo counties
- Blue Shield Inspire (HMO) - Los Angeles & Orange counties
- Blue Shield AdvantageOptimum Plan (HMO) - Los Angeles & Orange counties
- Blue Shield AdvantageOptimum Plan 1 (HMO) - San Diego County
- Blue Shield TotalDual Plan (HMO D-SNP) - Los Angeles & San Diego counties
- Blue Shield TotalDual Plan (HMO D-SNP) - San Bernardino & Orange counties
- Blue Shield Inspire (HMO D-SNP) - San Joaquin/Stanislaus/Merced Counties
- Blue Shield Medicare (PPO) (Group MA-PD PPO) – coverage varies by employer group (refer to the employer group's *Evidence of Coverage* for more information)

How the benefit works

1. **What is covered under Transportation Services (non-Medicare-covered)?**

Transportation services are a covered benefit for all of the plans listed above.

Services are available to members on an as-needed basis to the plan-approved health-related locations listed below:

- Physician offices
- Hospitals
- Pharmacies (members must have a prescription and will be asked for the name of prescribing doctor)
- Ancillary providers (e.g., lab, diagnostic radiology, dialysis)
- Urgent care to treat a non-emergency, unforeseen medical illness, injury, or condition that requires immediate medical care
- Provider locations for covered dental and vision benefits

New for 2025: In addition to the above, Blue Shield TotalDual Plan members in Los Angeles and San Diego counties may also use transportation services to obtain covered plan benefits at the following locations:

- Fitness locations in the SilverSneakers network
- Approved Healthy Grocery store locations
- Hearing aids at the hearing aid provider of your choice
- Chiropractic services in the health plan approved network
- Vision and dental services in the health plan approved network

Refer to the *Evidence of Coverage* for plan-specific transportation benefit information.

Please note: Members may not use Transportation Services (non-Medicare covered) for non-health-related reasons such as social engagements or other personal needs.

2. What kind of transportation is provided?

Blue Shield works with Call the Car to provide covered transportation services to Blue Shield members. The kind of transportation provided is based on the member's needs:

- **Curb-to-curb**: the member is picked up and dropped off at the curb and does not require physical assistance from the driver to get into and out of the vehicle.
- **Door-to-door**:
 - the driver physically assists the member from the pickup location, which may include the front door of the member's residence, to the vehicle, and from the vehicle to the front door of their place of service.
 - if requested by the member, the driver can accompany the member into the facility to the appointment location. If allowed by the facility and if requested by the member, the driver can pick up the member inside the facility.
 - on a return trip, the driver physically assists the member from the place of service to the vehicle, and from the vehicle to the front door of their place of residence.
- **Wheelchair**: the member is transported while remaining in their wheelchair for the trip. The driver loads and unloads the member and their wheelchair into and out of the vehicle.

Note: For members in Blue Shield TotalDual Plan – Los Angeles & San Diego counties:

When using transportation services to Healthy Grocery locations, members may only use the services described above to obtain groceries at the required retail network provided by vendor. Please see additional guidelines below:

- 1) no waiting by driver, 2) no assistance from driver with groceries 3) limit groceries to 4-5 bags total given member will be responsible for them.
- **Gurney**: the member remains on a gurney for the duration of their ride. The driver loads and unloads the member and the gurney into and out of the vehicle. (Not available for additional locations with Blue Shield TotalDual Plan – Los Angeles & San Diego counties.)
- **Bariatric gurney**: additional support required for a member, based on how the

member fits on a gurney, how the member's weight is distributed on the gurney, or if the member will need to be carried via sheet move or on a gurney for any portion of a trip. (Not available for additional locations with Blue Shield TotalDual Plan – Los Angeles & San Diego counties.)

Scheduling a ride

3. How do I schedule a ride?

Members must contact Call the Car Customer Service at (855) 200-7544 [TTY: 711] to schedule their ride at least 24 hours in advance. Call the Car is available 24 hours a day, seven days a week.

See below for information on how to schedule rides through Call the Car's mobile application (CTC- Go).

If the transportation is considered urgent (i.e., for dialysis, discharge from inpatient facility, follow-up to surgery, chemotherapy, radiation therapy, transfer hospital to hospital/SNF, wound care, or Urgent Care Center), members are guaranteed a ride regardless of when they schedule the ride (i.e., under 24 hours). If a member schedules a ride for any other purpose not mentioned above, Call the Car requires a minimum of 24-hour notice to guarantee the ride. If 24 hours' advance notice isn't given, Call the Car will do their best to accommodate based on availability and space.

4. Can I let a caregiver (e.g., friend, family member) schedule my ride?

Yes, you can let a caregiver schedule your ride.

5. Am I allowed to bring a companion along for the ride?

Yes, members may bring a human companion and/or service dog. Should the member require a human companion or service dog, they should disclose this when scheduling a ride so that the right type of vehicle is dispatched. Human companions must be able to walk to and from and get in and out of the vehicle without assistance.

6. For members with Blue Shield TotalDual Plan – Los Angeles & San Diego counties: I used up all my rides with Blue Shield TotalDual Plan. Can I use the rides with my Medi-Cal benefit?

Once transferring to the Medi-Cal benefit, only rides for the locations listed under item #1 will be provided.

How to check on the progress of my ride

7. How can I check on the progress of my ride?

When a member calls Call the Car, they will be given the option to receive text (SMS) messages. A member must have a mobile phone that can receive text messages to receive these notifications.

Please note: Standard message and data rates may apply. Check with your cell phone

service provider.

See below for information on how to check the progress of the ride through Call the Car's mobile application (CTC-Go).

8. What is communicated via the text messages?

- Appointment reminders
- Ability to cancel in response to an appointment reminder
- When a ride is scheduled via Lyft/Uber, driver and vehicle information as well as estimated time of arrival.

9. Can a member opt out of receiving these texts messages?

Yes, they can opt out by replying STOP to any text message or by calling Call the Car and requesting the feature be disabled on their profile.

10. Can members receive these messages via email or automated call?

No. The only exception is when Lyft will be providing the ride. Lyft provides an automated call to the member with the driver/vehicle information and estimated time of arrival, if the member has opted in to receive these messages. A member does not need to have a mobile phone to get these calls.

11. What if I need to schedule a ride to multiple appointments to different eligible destinations (also referred to as legs) on the same day (e.g., a member goes to the doctor's office, lab facility, and then home). How are the rides counted?

Each destination (or leg) counts as a ride. In the above example, this is a total of three rides (one for each destination).

12. What happens when I am done with my appointment and I'm ready to return home?

The member can contact Call the Car Customer Service to schedule the ride (see item #3 for the phone number to call). If the member has opted in to receive text messages, has a mobile phone and is ambulatory, the member can follow the prompts to activate a return trip. When possible, it's recommended that members schedule their return trip when scheduling their transportation needs. This allows Call the Car to give exact times for pickup for all legs of the trip.

13. What if a member needs to cancel a ride that has been already scheduled due to an appointment running late?

To cancel a ride, members must contact Call the Car Customer Service (see item #3 above for the phone number to call).

See below for information on how to cancel rides through Call the Car's mobile application (CTC- Go).

Ride Experience

14. How long will the driver wait for the member?

The driver will typically wait five minutes.

15. What if the ride is dispatched and the member misses the ride; does it still count as a ride?

Yes, once a ride is dispatched and then missed, it is counted towards the member's ride limit per calendar year as part of the transportation benefit. The member may schedule another ride. This ride will also be counted toward the member's ride limit.

16. What if my ride is late?

Members should contact Call the Car at (855) 200-7544 [TTY: 711] for assistance. Call the Car is available 24 hours a day, seven days a week.

17. Can I change destinations mid-ride?

No, you cannot change the destination of a ride once you are in transit. It is requested that members call at least 24 hours in advance to schedule their appointment to a plan-approved health-related location. Same-day changes may be accommodated, if possible.

18. Where can I check the number of rides that I've taken and see how many I have left?

Members can contact Call the Car at (855) 200-7544 [TTY: 711] for assistance.

19. Is there a maximum distance for rides?

There is no mileage maximum if it is to a plan-approved health-related destination.

20. What if during a ride to a medical appointment, I need urgent or emergency care?

You should not use the Transportation Services (non-Medicare Covered) for emergency situations. Instead, members should call 911.

21. What if the driver wants to charge me?

There is no cost to the member, when the transportation is to a plan-approved health-related location. If a driver tries to charge you, please notify Call the Car at (855) 200-7544 [TTY:711].

22. What should I do if there is a car accident?

You, if possible, and your driver should call 911 in urgent situations. When it is safe to do so, please also contact Call the Car's Customer Service department at (855) 200-7544 [TTY:711] to inform them of the accident.

Call the Car Mobile Application (CTC-GO) Frequently Asked Questions

1. What is the CTC-GO mobile app?

CTC-Go is a mobile application by Call the Car that can be used by Blue Shield members to coordinate healthcare transportation. CTC-Go allows members to review upcoming or past reservations, rate their ride, cancel an existing reservation, and schedule a new reservation.

2. How do I download the CTC-Go app?

CTC-Go is available on iOS and Android. Search your app store for "CTC-Go" and download the app.

3. Does the CTC-Go app cost money to download and use?

The CTC-Go app is free. There is no cost to download and use the CTC-Go app.

4. What type of rides can I schedule via the CTC-Go app?

Members can reserve rides for ambulatory curb to curb, ambulatory door to door and wheelchair levels of service.

5. Can I use the CTC-Go app to schedule rides for the additional locations available with Blue Shield TotalDual Plan – Los Angeles & San Diego counties?

Yes. The app may be used to scheduled rides the additional locations.

6. Can I schedule a ride that requires Gurney or Ambulance via the app?

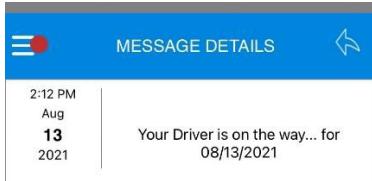
No. For levels of service Gurney or above, members will need to call Call the Car Customer Service at (855) 200-7544 [TTY: 711] to schedule their transportation.

7. Can I use the app to schedule a ride today?

No. You can use the app to schedule rides 24 hours or more in advance. To schedule same-day rides, contact Call the Car Customer Service at (855) 200-7544 [TTY: 711] to schedule ride. Call the Car is available 24 hours a day, seven days a week.

8. Who can I contact if the application isn't working, or I have questions about the CTC-Go app? For technical support for the CTC-Go mobile app, please contact Call the Car directly at (626) 298-8171 [TTY: 711] during the hours of 8:30 am – 5:00 pm PST. If technical support is unavailable, the member can leave a voicemail and the CTC technical team will reach out to them.

9. Will members have access to seeing what vendor their transportation is scheduled with? Members will receive a notification with the driver's name, car color, make, model, and license plate number.



Hello, this is Call The Car. The driver Michael is on the way to pick you up in 10 minutes! Look for the White Toyota Camry with license plate Plate123. You can call Michael at +14444444444. Track your driver here:
<https://ride.lyft.com/ci/1563703990054352426/BjWtStuxX5PQrKWwYj5tw==>

10. If the ride does not show, will members need to contact Call the Car to reactivate the trip or will they be able to reactivate the trip within the app?

If the driver does not show, the member will need to contact Call the Car Customer Service at (855) 200-7544 [TTY: 711] to inquire about the driver no show. Call the Car is available 24 hours a day, seven days a week.

11. Will members be able to view the ride's estimated time arrival?

Yes, members will have access to real time driver tracking for most drivers and will be able to view the driver's ETA.

12. Do users receive an automatic confirmation of scheduled trips?

Once a trip request has been submitted, members receive a pending trip request confirmation which means the trip is being approved in the back end. Once the trip has been approved, members will receive push notification stating the trip has been approved.

13. Can I schedule a standing order for transportation via the CTC-Go app? For example, I need a ride for dialysis two times a week.

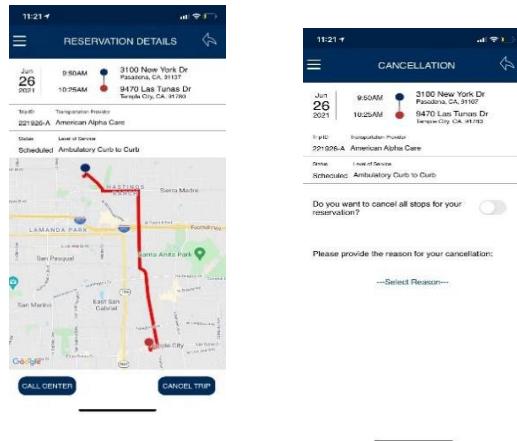
No. To schedule standing orders, contact Call the Car Customer Service at (855) 200-7544 [TTY: 711].

14. What if I need to schedule a ride to multiple appointments to different eligible destinations (also referred to as legs) on the same day (e.g., a member goes to the doctor's office, lab facility, and then home). How are the rides counted?

Each destination (or leg) counts as a ride. In the above example, this is a total of three rides, one for each destination. You have the option to add legs to your ride upon scheduling via the app. The pickup spot must be the destination of the previous leg.

15. What if a member needs to cancel a ride already scheduled because an appointment is running late or is going to miss their pickup time?

You have the option to cancel a ride from the reservations detail screen on the app. When you press the cancel button, it will take you to another screen that will ask if you want to cancel the entire reservation and prompt you for the reason for your cancellation.



16. Where can I check the number of rides that I've taken and see how many I have left?

You can contact Call the Car's Customer Service at (855) 200-7544 (TTY: 711) to check on the number of rides you have taken and how many you have left.