



**SBHCs + GRADS = Better Health  
Healthcare Support for Parenting Teens**

## SBHCs and NM-GRADS

### Medicaid Transportation Benefit Programs for Expectant and New Parents

The following information describes the transportation benefit program that expectant and new parents with Medicaid coverage can use. The transportation benefit information may change each year, but the included information describes current transportation benefit information for each Medicaid insurance provider at the time of this document's creation.

#### How to Access Your Transportation Benefits

Expectant and parenting teens who are on Medicaid can use the transportation benefits provided by their managed care organization (MCO) to attend medical and behavioral health appointments for themselves and their children. Each MCO uses its own transportation service to help members get to their appointments. Please see the back of this sheet for transportation information for each MCO.

#### Before the call, make sure you have these items on hand:

- Your New Mexico Medicaid ID number (look on your Centennial Care member ID card) and social security number
- The time of the appointment
- Physical address for where you are going (doctor's office address)
- Name and phone number of the provider or facility
- Your return time
- Special needs (car seat)
- Reason for the appointment (prenatal, infant well child visit, medical, behavioral health, etc. )

The operator will ask you for your New Mexico Medicaid ID number, the day and time of your appointment, and the provider's name and the address where they are located. After collecting this information they will call your provider's office to confirm the appointment and then call you back to let you know when and where you will be picked up.

#### What if I am under 18?

The transportation companies should not require age verification. If they ask about your age let them know you have confirmed your eligibility to use the service and that you are a expectant parent or parent who needs transportation for a medical or behavioral health appointment for yourself or your child.

#### Care Coordinators Can Help!

Need a little extra help? Care coordinators can help you access transportation benefits. They can also help with many things related to your health and the health of your baby. If you would like a care coordinator to help you, use the phone numbers below to call member services at your MCO and request a care coordinator.

Blue Cross Blue Shield	Molina Healthcare	Presbyterian Health Care	United Healthcare
1-877-232-5518	1-855-315-5677	505-923-5200	1-877-236-0826

For more information on this and other NMASBHC Best Practice and Tip Sheets related to healthcare for expectant and parenting teens, please visit NMASBHC's website at [www.nmasbhc.org](http://www.nmasbhc.org) or contact NMASBHC at (505) 404-8059. Please note that the contents of these tip sheets are general and not a replacement for information from the sponsoring agencies or healthcare providers.

# NMASBHC and NM-GRADS

## Medicaid Transportation Benefit Programs for Expectant and New Parents

### Blue Cross Blue Shield: (Logisticare is their transportation service provider)

How do I schedule a ride?	What if I need an urgent/same day appointment?
Call: 1-866-913-4342	Call: 1-866-913-4342; if it is an emergency dial 911.

Call Logisticare Monday-Friday 8am-5pm, at least 3 business days before your appointment. Three business days does not include weekends, holidays, or the day of the call. If your appointment is on a Monday at 4pm you must call no later than 4pm on the Wednesday before your appointment. You can call for a ride up to two weeks before your appointment.

For more information visit: <http://www.bcbsnm.com/community-centennial/plan-details/transportation.html>

### Molina Healthcare: (Integrated Transportation Management (ITM) is their transportation service provider)

How do I schedule a ride?	What if I need an urgent/same day appointment?
Call: 1-888-593-2052	Call: 1-888-593-2052; if it is an emergency dial 911.

Call ITM Monday-Friday from 7am-5pm, at least 2 working days before your appointment. If your appointment is on Monday, you must call ITM to set up your transportation no later than 4pm on the Thursday before your appointment. You can call for a ride up to two weeks before your appointment. For more information visit, <http://www.molinahealthcare.com/members/nm/en-US/mem/medicaid/centennialovw/coverd/services/Pages/transport.aspx>.

### Presbyterian Health Care: (Superior Medical Transportation is their transportation service provider)

How do I schedule a ride?	What if I need an urgent/same day appointment?
Call: 1-505-923-5200 in Albuquerque or 1-888-977-2333 outside of the Albuquerque area.	Call: 1-505-923-6300 in Albuquerque or 1-888-774-7737 outside of the Albuquerque area; if it is an emergency dial 911.

Call Superior Medical Transportation 24 hours a day, 7 days a week, at least 2 days before your appointment date and time. If your appointment is on Tuesday at 4pm you must call no later than 4pm on the Sunday before your appointment.

### United Health Care: (Logisticare is their transportation service provider)

How do I schedule a ride?	What if I need an urgent/same day appointment?
Call: 1-866-913-2493	Call: 1-866-913-2493; if it is an emergency dial 911.

Call Logisticare Monday-Friday 8am-5pm, at least 3 business days before your appointment. Three business days does not include weekends, holidays, or the day of the call. If your appointment is on a Monday at 4pm you must call no later than 4pm on the Wednesday before your appointment. You can call for a ride up to two weeks before your appointment.

**\*Fee For Service Members: Transportation reimbursement is available if traveling at least 65 miles ONE WAY. For more information please contact: Doris Valdez, Medical Assistance Division at 505-476-6816 or [DorisE.Valdez@state.nm.us](mailto:DorisE.Valdez@state.nm.us).**