

Prenatal  
 Appointments

Pediatric Appointments

Behavioral Health  
 Appointments

# Medicaid Transportation Benefits for expectant and parenting teens

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 Medicaid insurance company.

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

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



## What happens next?

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.

## 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 NM: 1-877-232-5518
- Molina Healthcare: 1-855-315-5677
- Presbyterian Health Care: 505-923-5200
- United Healthcare: 1-877-236-0826

## How do I schedule a ride?



Call the transportation number for your Medicaid insurance company at least 3 days before your appointment to setup a ride.

**Blue Cross Blue Shield NM: 1-866-913-4342**

**Molina Healthcare: 1-888-593-2052**

**Presbyterian Health Care: 1-505-923-5200 (Albuquerque metro) or 1-888-977-2333**

**United Health Care: 1-866-913-2493**

## Important to know:

Only the parent who has a medical or behavioral health appointment may utilize the transportation benefit. For example, if you are going to your post natal appointment the transportation benefit will only allow you to ride and you will be unable to bring your child. If the appointment is for your child, only one adult may accompany the child. Other adults and children cannot ride with you.

To find more health information for expectant and parenting teens please visit:

<http://www.nmasbhc.org/gradparenting-teens.html>