



Healthy Blue



Provider Bulletin

December 2022

Transition of non-emergency transportation vendor

Summary of change: Effective January 1, 2023, Modivcare* will administer non-emergency transportation (NEMT) services, replacing IntelliRide for Healthy Blue members. Beginning December 22, 2023, Modivcare will accept reservations for rides January 1, 2023 and after. The NEMT phone number for Healthy Blue will remain the same.

What is changing for the NEMT benefit?

For appointments and rides on January 1, 2023, and after, all NEMT calls, reservations, and rides will be scheduled through Modivcare. All NEMT related services will be provided through Modivcare. Members will continue to use the current phone number — **844-531-3783**, Monday through Friday 8 a.m. to 6 p.m. CT; Where’s my Ride assistance is available 24/7/365 using the same telephone number — for NEMT services. Facilities and providers can call Modivcare at **866-333-4918** for reservations.

Members will also be able to make online reservations at: **www.mymodivcare.com**

The website for providers will be: **www.tripcare.modivcare.com**

Modivcare will contact its current network of providers to amend current agreements to include the Healthy Blue plan.

Healthy Blue and Modivcare will disseminate additional provider communications for NEMT service on or after November 15, 2022.

What if I need assistance?

If you have questions about this communication contact Modivcare at **866-333-4918**, 8 a.m. to 6 p.m. CT.



Email is the quickest and most direct way to receive important information from Healthy Blue.



To start receiving email from us (including some sent in lieu of fax or mail), submit your information using the QR code to the right or via our online form (<https://bit.ly/3oXHYBP>).

* Modivcare is an independent company providing nonemergency transportation services on behalf of Healthy Blue.

<https://provider.healthybluene.com>

Healthy Blue is the trade name of Community Care Health Plan of Nebraska, Inc., an independent licensee of the Blue Cross and Blue Shield Association.

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