

Illinois Medicaid Managed Care Consumer Benefits Transportation Toolkit

On Behalf of Blue Cross and Blue Shield of Illinois

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Health Plan Numbers to Set Up Non-Emergency Rides to Healthcare in Advance



Reservation Line - (877) 831-3148

Call (877) 831-3148 or download the ModivCare App to get real-time driver location

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Website to Schedule Rides



BCBSIL has a ModivCare App to schedule / manage trips. It is available on the **App Store** and **Google Play**. Just search "**ModivCare**"

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Additional Rides That May be Covered

Rides to the pharmacy to pick up medication



Free bus passes to doctors' visits

Rides to Blue Door Neighborhood Center



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Scheduling Policies



For routine trips, please contact at least 3 business days in advance. You can book a ride up to **60 days** in advance.

Urgent Trips / Hospital Discharges: If you need a ride right away and can't give a 3-day notice, please call the **Reservation Line**.

Remember to Plan Ahead

When you book your ride, make sure to talk to your health plan about any needs for the ride. This could include bringing extra people.

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*If you live within **two blocks** of a bus stop, you can get free bus passes for your doctors' appointments. Bus passes can be provided to get you to and from your doctor's visit.

How do I find out if a health care service or benefit is covered?

To find out if a health service or benefit is covered, call BCBSIL Member Services at **(877) 860-2837** or view the **BCBSIL Member Handbook here**.

If you are having an emergency, call 911.