



TennCare Medical Transportation Services



**** You must call 72 hours before the appointment time to schedule transportation. ****

****Offer same-day appointments ONLY for emergencies****

(A patient is allowed only one escort. You must request an escort when a patient calls.)

STEP ONE for all: Fill out the following information (prior to calling):

- Patient name and date of birth: _____
- Policy number or Social Security number: _____
- Patient's member ID: _____
- Patient address: _____
- Patient or guardian phone number: _____
- Emergency contacts name and phone number: _____
- Extra assistance (ramp for wheelchair): _____
- Date and time of medical appointment: _____
- Name of the doctor/practitioner: _____
- Doctor/practitioner phone number: _____
- Address of the appointment: _____
- Address of pick-up location: _____
- Address of drop-off location: _____
- Reason for appointment: _____

STEP TWO for United Healthcare and Amerigroup:

- For **United Healthcare** call **1-866-405-0238** between 6:00am–9:00pm to request transportation.
- For **Amerigroup** call **1-866-680-0633** between 6:00am–9:00pm to request transportation.
- Give the operator with TN Carriers Transportation all of the above information.
- Ask for the following information to confirm your transportation service:

Confirmation Number: _____ **Call date:** _____

STEP TWO for BlueCare and TennCare Select:

- For **BlueCare** call **1-866-473-7563** (24 hours a day) to request transportation.
- For **TennCare Select** call **1-866-473-7565** (24 hours a day) to request transportation
- Give the operator with Southeastrans all of the above information.
- Ask for the following to confirm your transportation service:

Confirmation Number: _____ **Call date:** _____