

BlueSaludSM Transportation



Blue Cross and Blue Shield
of New Mexico

Guidelines for Mileage Reimbursement

BlueSalud members can get reimbursed for mileage when driving their own car. They must be receiving covered services. They need to get approval for these trips.

Mileage is reimbursed based on the BCBS reimbursement rate. This rate is for a round trip from the member's home to the doctor's office or facility. LogistiCare[®] can provide details about mileage limits.

Reimbursed trips require a reservation. You must call LogistiCare[®] at 1-866-913-4342 to request reimbursement for a trip. You may call up to 14 days in advance, but no later than the day of the appointment. The reservation line is open Monday through Friday, 8 a.m. to 5 p.m.

You must provide information about the person receiving the reimbursement

- Social Security Number
- Full Name
- Mailing Address

You will be given a reference number once the trip information is verified; this number is your Trip/Job #.

You can only be reimbursed for trips that:

- have been called in to LogistiCare[®]
- have been issued a Trip/Job #

You will not be reimbursed for trips that:

- you did not call in before the appointment
- have not been verified by your provider or provider's office
- back-dated mileage reimbursements are not allowed

Please fill out the [Mileage Reimbursement Form](#) (PDF).

1. Write the Trip/Job # on the form in the area titled "Trip/Job #."
2. Take the form to your appointment.
3. The provider's office must sign the form. This gives proof of visitation.
4. Mail the form to the address shown on the form.

LogistiCare[®] must receive it no later than 30 days from the earliest appointment shown on the form. You will not be reimbursed if the form is received after 30 days.

If you have questions, please call 1-866-913-4342.

Blue Cross and Blue Shield of New Mexico transportation services are administered by LogistiCare, LLC. Services are funded in part under a contract with the State of New Mexico.

Blue Cross and Blue Shield of New Mexico is a Division of Health Care Service Corporation, a Mutual Legal Reserve Company, an Independent Licensee of the Blue Cross and Blue Shield Association.