

Blue Cross Community CentennialSM

Transportation Services – Guidelines for Meals and Lodging Reimbursement

If you must travel to another city or state for an approved appointment, Blue Cross Community Centennial may pay for meals and lodging. Reimbursement is given only if treatment for covered services causes you to be away from your home. Trips, meals, and lodging must be approved before you travel.

How to get approval

Reimbursed meals and lodging require approval. Call LogistiCare[®] to request approval. Call toll-free 866-913-4342 (TTY: 866-288-3133). Call as soon as possible, but no later than 3 business days before the appointment. When you call, you'll be given an Authorization/Trip Number.

Meals

You can be reimbursed for meals if you are away from home for 8 hours or more at an approved appointment. You can be repaid up to \$18 per day when you are away from home.

Lodging

You can be reimbursed for lodging when a trip takes more than 4 hours one way. An overnight stay must be medically necessary. You can be paid up to \$58 per night on a weekday (in New Mexico). You can be paid up to \$81 per night on a weekend or for out-of-state travel on any day.

All lodging must be coordinated and approved by LogistiCare. Do not arrange your own lodging. If you arrange your own lodging, you will not be reimbursed.

How to get reimbursed

You must provide the following information about the person who will be reimbursed:

- Blue Cross Community Centennial ID Number
- Full Name of Member
- Mailing Address of Member

Please fill out the [Meals & Lodging Expense Report Form](#) 

You must include with the form:

- Original receipts for each meal and lodging expense (keep a copy of receipts for your records)
- Your assigned Authorization/Trip Number

Mail the form and receipt(s) to the address shown on the form. LogistiCare must receive it no later than 30 days after the last appointment. You will not be reimbursed if the form is received after 30 days.

If you have questions, please call 866-913-4342 (TTY: 866-288-3133).

LogistiCare is an independent company providing transportation services to BCBSNM through a contractual arrangement between BCBSNM and LogistiCare. The relationship between BCBSNM and LogistiCare is that of independent contractors.

Such services are funded in part with the State of New Mexico.

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

To ask for auxiliary aids and services or materials in other formats and languages at no cost, please call 1-866-689-1523 (TTY/TDD: 711).

Blue Cross and Blue Shield of New Mexico complies with applicable Federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability, or sex. Blue Cross and Blue Shield of New Mexico does not exclude people or treat them differently because of race, color, national origin, age, disability, or sex.

Blue Cross and Blue Shield of New Mexico:

- Provides free aids and services to people with disabilities to communicate effectively with us, such as:
 - Qualified sign language interpreters
 - Written information in other formats (large print, audio, accessible electronic formats, other formats)
- Provides free language services to people whose primary language is not English, such as:
 - Qualified interpreters
 - Information written in other languages

If you need these services, contact Civil Rights Coordinator.

If you believe that Blue Cross and Blue Shield of New Mexico has failed to provide these services or discriminated in another way on the basis of race, color, national origin, age, disability, or sex, you can file a grievance with: Civil Rights Coordinator, Office of Civil Rights Coordinator, 300 E. Randolph St., 35th floor, Chicago, Illinois 60601, 1-855-664-7270, TTY/TDD: 1-855-661-6965, Fax: 1-855-661-6960, Civilrightscoordinator@hsc.net. You can file a grievance in person or by mail, fax, or email. If you need help filing a grievance, Civil Rights Coordinator is available to help you.

You can also file a civil rights complaint with the U.S. Department of Health and Human Services, Office for Civil Rights, electronically through the Office for Civil Rights Complaint Portal, available at <https://ocrportal.hhs.gov/ocr/portal/lobby.jsf>, or by mail or phone at:

U.S. Department of Health and Human Services
200 Independence Avenue, SW
Room 509F, HHH Building
Washington, D.C. 20201

1-800-368-1019, 800-537-7697 (TDD)

Complaint forms are available at <http://www.hhs.gov/ocr/office/file/index.html>.

ATTENTION: If you speak English, language assistance services, free of charge, are available to you. Call 1-855-710-6984 (TTY: 711).

ATENCIÓN: si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al 1-855-710-6984 (TTY: 711).

Díí baa akó nínizin: Díí saad bee yánílti'go Diné Bizaad, saad bee áká'ánída'áwo'déé', t'áá jiik'eh, éí ná hóló, kojí' hódíílnih 1-855-710-6984 (TTY: 711).

CHÚ Ý: Nếu bạn nói Tiếng Việt, có các dịch vụ hỗ trợ ngôn ngữ miễn phí dành cho bạn. Gọi số 1-855-710-6984 (TTY: 711).

ACHTUNG: Wenn Sie Deutsch sprechen, stehen Ihnen kostenlos sprachliche Hilfsdienstleistungen zur Verfügung. Rufnummer: 1-855-710-6984 (TTY: 711).

注意: 如果您使用繁體中文，您可以免費獲得語言援助服務。請致電 1-855-710-6984 (TTY: 711)。

ملحوظة: إذا كنت تتحدث اذكر اللغة، فإن خدمات المساعدة اللغوية تتوافر لك بالمجان. اتصل برقم 1-855-710-6984 (رقم هاتف الصم والبكم: 711).

주의: 한국어를 사용하시는 경우, 언어 지원 서비스를 무료로 이용하실 수 있습니다. 1-855-710-6984 (TTY: 711) 번으로 전화해 주십시오.

PAUNAWA: Kung nagsasalita ka ng Tagalog, maaari kang gumamit ng mga serbisyo ng tulong sa wika nang walang bayad. Tumawag sa 1-855-710-6984 (TTY: 711).

注意事項: 日本語を話される場合、無料の言語支援をご利用いただけます。1-855-710-6984 (TTY: 711) まで、お電話にてご連絡ください。

ATTENTION : Si vous parlez français, des services d'aide linguistique vous sont proposés gratuitement. Appelez le 1-855-710-6984 (ATS: 711).

ATTENZIONE: In caso la lingua parlata sia l'italiano, sono disponibili servizi di assistenza linguistica gratuiti. Chiamare il numero 1-855-710-6984 (TTY: 711).

ВНИМАНИЕ: Если вы говорите на русском языке, то вам доступны бесплатные услуги перевода. Звоните 1-855-710-6984 (телетайп: 711).

ध्यान दें: यदि आप हिंदी बोलते हैं तो आपके लिए मुफ्त में भाषा सहायता सेवाएं उपलब्ध हैं। 1-855-710-6984 (TTY: 711) पर कॉल करें।

هجوت: رگا هب نابز يسراف وگتفگ يم دينک، تلايهست ي نابز هب تروص ناگيار يارب امش مهارف يم دشاب. اب 1-855-710-6984 (TTY: 711) سامت دير يگب.

เรียน: ถ้าคุณพูดภาษาไทยคุณสามารถใช้บริการช่วยเหลือทางภาษาได้ฟรี โทร 1-855-710-6984 (TTY: 711).