



Important Changes to Medicaid Non-Emergency Transportation

Dear Indiana Medicaid Member,

The Indiana Family and Social Services Administration (FSSA) is changing the way Fee-For-Service Medicaid Members receive non-emergency medical transportation services. FSSA has contracted with Southeastrans to manage all your non-emergency transportation needs. If you do not have a way to get to your medical appointment, you will need to contact Southeastrans to schedule your trip.

You must call Southeastrans to set up rides to your medical appointments happening on or after June 1, 2018. Southeastrans will set up your trip with a transportation provider.

Beginning June 1st, you can no longer call a transportation company or a taxi cab directly for your medical trips. All trips must be approved and scheduled by Southeastrans in advance.

Southeastrans will begin taking calls on Monday, May 14th to schedule trips that will happen on or after June 1, 2018.

If you need to schedule a ride, you may call our toll-free number to make a reservation. Please call during regular business hours, Monday – Friday, 8:00 am – 6:00 pm EST. The toll-free number is:

Trip Reservation Line: 1-855-325-7586

Below are answers to some of the questions you might have.

What does this change mean for me?

Starting May 14, 2018, you must call Southeastrans to schedule a ride for any appointment happening on or after June 1, 2018. You should not call transportation providers to schedule your appointments. They will not be able to schedule your rides. You must call Southeastrans to schedule your rides.

Where do I call?

The Southeastrans **Reservation Line, 1-855-325-7586** is available Monday – Friday from 8am – 6pm.

How far in advance do I need to call?

You need to call at least 2 business days before your appointment to schedule a ride.

Can I schedule a trip online?

Yes. Go to the Southeastrans Member Portal at <https://member.southeastrans.com/Account/Login> to register. It is easy to login to see your scheduled trips and schedule new trips. You can also cancel a trip, or seek help from a Southeastrans representative.

What kinds of appointments are eligible?

We can schedule a ride to medical services that are covered by Medicaid. This includes trips to the dentist, doctor, dialysis, and others. You can take 20 one-way trips per 12-month period. More trips may be provided if your doctor requests them and they are approved by the State through Southeastrans. If you have questions you can call our Reservation Line.

What do I need when I call to schedule a ride?

You will need:

- ✓ Member's ID, full name, and date of birth
- ✓ Phone number where the member can be reached
- ✓ Pick-up address, including zip code
- ✓ Name and address, including zip code, of the doctor or facility
- ✓ Telephone number of the doctor or facility
- ✓ Appointment date and time
- ✓ Any special needs you may have (wheelchair, walker, vision-impaired, etc.)

When should I be ready?

When you schedule your ride, you will be given an estimated time to be ready for your pick-up based on how far you must travel to your appointment.

What do I do after the appointment is over?

Call Southeastrans to let us know you are ready to return home. We will contact your Transportation Provider for the ride home.

What if I need an urgent trip?

Southeastrans can set up a trip with less than two days' notice if you have an urgent appointment that could not be scheduled in advance. The urgent need must be verified by your doctor. Call Southeastrans if you need to set up an urgent trip.

What do I do if my ride is late picking me up?

Call **"Where's My Ride" at 1-855-325-7586.**

What if I need a trip to a pharmacy?

If you need to stop at a pharmacy on the way home from your medical appointment, call Southeastrans or ask your driver to contact Southeastrans to add a pharmacy stop. A pharmacy stop on the way home will not count as a separate trip. If you need to schedule a standalone trip to a pharmacy, call Southeastrans to set up the trip. A standalone trip to a pharmacy will count toward your 20-trip limit.

To learn more, please visit our website at www.southeastrans.com.