



ATTENTION: Indiana FSSA Medicaid Members
DATE: June 1, 2018
SUBJECT: Transportation for FSSA Traditional Medicaid Members

On June 1, 2018, the State of Indiana made changes to your Non-Emergency Medical Transportation (NEMT) program to make it easier for you to set up your transportation needs. For the month of June, this process will transition to the new program, which is run by a company called Southeastrans. This means your medical team, hospitals, doctors offices and you may continue may continue to arrange your own transportation as you have in the past until July 1st. We do not want members to miss their appointments so even if you do not use Southeastrans, please contact your regular transportation provider. Members should follow the process below:

What does this change mean for me?

The Indiana Family and Social Services Administration (FSSA) has contracted with Southeastrans to manage all non-emergency transportation services for Indiana fee-for-service Medicaid Members beginning June 1, 2018, however, if you want to contact your regular provider for a transport, you can for the month of June.

During the month of June, if you have not been able to get your trip scheduled with Southeastrans, you can still contact the transportation provider you have used before to take you to your appointment in June. But all trips for appointments in July must be scheduled through Southeastrans. You will not be able to call your transportation provider directly after June 30th.

Where do I call to schedule my ride?

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

- press option 1 for Customer Service
- press option 2 for “Where’s My Ride”
- press option 9 for Spanish

How far in advance do I need to call?

You may call as far in advance as 30 days, however, you need to call at least 2 business days before your appointment to schedule a ride for all routine appointments.

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. Members cannot use the online portal to schedule trips until the pickup and dropoff addresses are in your trip history.

What kinds of appointments are eligible for transportation?

Southeastrans can schedule a ride to medical services that are covered by Medicaid. This includes trips to the dentist, doctor, dialysis, and others. This starts with 20 one-way trips per 12-month period. More trips are provided when your doctor requests them through Southeastrans. If you have questions you can call our Reservation Line.

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

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's office or medical service where you need to go
- ✓ Telephone number of the doctor's office or medical service
- ✓ 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 the Southeastrans Reservation Line at 1-855-325-7586, then press Option 2 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, which we will take care of for you. 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** (press option 2)

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 as one of your initial 20 trips.