



Non-Emergency Medical Transportation Healthcare Facility Frequently Asked Questions

On June 1, 2018, the Indiana Family and Social Services Administration began working with Southeastrans to manage all non-emergency transportation for Traditional Medicaid members (you may also see this called “fee-for-service” Medicaid.) This includes any member who is NOT in a managed care program such as Hoosier Healthwise, Hoosier Care Connect or the Healthy Indiana Plan.

Please find on the following pages answers to commonly asked questions regarding non-emergency medical transportation for Traditional (fee-for-service) Medicaid members.

Indiana Healthcare Facilities

Healthcare facilities are important partners in Southeastrans’ management of transportation services for Indiana fee-for-service members. The following list of FAQs answers many of the common questions healthcare facilities have concerning the transportation of members to and from their medical appointments. Healthcare providers should contact Southeastrans for any additional questions. Communication with Southeastrans is essential to ensuring members arrive at their appointments on time and are picked up after their appointment in a timely manner.

1. How does a healthcare provider make transportation arrangements?

Healthcare facilities should contact Southeastrans or use the facility portal to arrange non-emergency transportation for Indiana fee-for-service members. You should contact Southeastrans’ Healthcare Facility Reservation Line by calling 1-855-325-7588.

2. What if the vehicle is more than 15 minutes late to pick up the member?

Call Southeastrans’ **Where’s My Ride** line to speak directly with a representative at 1-855-325-7586, **option 2**.

3. What is an urgent care trip?

Urgent Care is defined as an unscheduled episodic situation, in which there is no immediate threat to life or limb, but the member must be seen on the day of the request and treatment cannot be delayed until the next day. Urgent trips include hospital discharges and appointments established by medical care providers allowing insufficient time for routine scheduling. Valid requests for urgent care transports shall be honored within three (3) hours of the time the request is made.

4. What is a standing order?

A standing order is defined as two or more transports per week to and from a recurring medical appointment for a covered service, for the same member, with the same healthcare provider, for the same treatment or condition.

Standing Orders can be made by completing a Standing Order Form, available on the Southeastrans website (<https://s30161.pcdn.co/wp-content/uploads/2018/05/Indiana-Standing-Order-Form.pdf>) or by calling the Facility line and requesting a Standing Order Form. Healthcare providers will be able set up trips and create Standing Orders using Southeastrans' Facility Portal.

5. How does a member qualify for non-emergency medical transportation?

The member must be eligible for Medicaid services on the date of service. Medicaid non-emergency transportation should only be used when there are no other means of transport available to the member.

6. How do I request a ride for a member?

Southeastrans Customer Service and Special Service Representatives can assist with scheduling transportation for fee-for-service Medicaid members. The telephone numbers below are also listed on the Member Resources page of our website at:

<https://www.southeastrans.com/members/indiana-fssa/>

Toll-free Reservation Lines

1-855-325-7586

option 1 – Customer Service

option 2 – Where's My Ride

option 9 – Spanish

Toll-free Healthcare Facility Line

1-855-325-7588

7. How does a member get transportation after an appointment is complete?

The member or the healthcare provider must call Southeastrans after the appointment is complete to request return pick-up. Transportation Providers have up to one (1) hour from time of notification to pick up the member. The member or member representative should call 1-855-325-7586, then select *Option 2* for Where's My Ride to request pick-up following the appointment.

8. Can I set up a trip online?

Yes. Healthcare facilities can schedule transportation online using Southeastrans' Facility portal (<https://facility.southeastrans.com>).

9. What information is needed when I request transportation?

Please have the following information ready for the Customer Service Representative when you call. If you are missing any of the information below, you will be asked to call back with the complete information.

- Member's full name, phone number, primary address, date of birth and county of residence
- Member's Medicaid/ID number as it appears on the Medicaid/ID Card
- Complete destination address, including physician name, city, state, zip code, and phone number
- Mobility type
- Physician Name
- Date and time of the appointment
- For wheelchair users, weight and size of the wheelchair

10. How do I file a complaint?

Feedback regarding concerns with transportation services can be provided by speaking to any Southeastrans representative or submitted on our website at <https://www.southeastrans.com/members/member-contact-us/>

11. Where I can obtain forms?

Forms are located on the Facilities Forms page of our website: <https://www.southeastrans.com/facilities/facility-forms/>

12. Can I schedule a member to ride public transportation and does Southeastrans provide passes?

If a member is able to use Public Transportation to get to their medical appointment, please let us know when scheduling their transportation. Please allow up to five days to receive the bus pass via U.S. Postal service. Southeastrans will provide them with a ticket or pass for the trip if the member's home and the healthcare provider are near fixed route stops.

13. What is considered being on-time for a driver when picking up a member?

Transportation providers have up to one (1) hour to pick-up members from the time of notification that the member is ready to be picked up from the facility.

14. Who is eligible for a ride?

Southeastrans will determine eligibility of members by checking the State Medicaid database before assigning a ride. NEMT services are available to Traditional Medicaid members (you may also see this called "fee-for-service" Medicaid). This includes any member who is NOT in a managed care program such as Hoosier Healthwise, Hoosier Care Connect or the Healthy Indiana Plan.

15. Is the facility required to call Southeastrans to get the trip number or should the transportation provider?

Yes, a facility, as the member's representative, is required to call Southeastrans to schedule a trip. If the facility or member has a preferred provider arrangement, then the facility may use the Nursing Facility Reservation line to request that provider and receive a trip ID. The trip ID documents the trip request and the leg ID is the verification for the NF to pass on to the transportation provider as an authorized trip for billing. Requests through the Member Reservation Line will not be provided with a leg ID.

16. What kind of liability insurance do transportation providers carry? Also, if there is an emergency, are the drivers trained and equipped to handle emergency situations?

FSSA requires providers transporting members to maintain \$1M in automobile liability coverage. Drivers are trained in First Aid and CPR.

17. At this time, are all providers trained in proper wheelchair securement?

Drivers for Southeastrans contracted providers that provide wheelchair mobility transportation are trained in the Passenger Assistance Safety and Sensitivity (PASS) course. This program ensures that drivers have the current expertise in serving members with disabilities, including wheelchair securement.

18. How does a health care facility become a registered facility to be able to use the portal to aid in transportation scheduling?

You may register to use the Facility Portal by contacting the Facility Outreach Manager at 317-613-0812.

19. How do I make an appointment for a Medicaid pending resident?

If the individual is not Medicaid eligible on the date the ride was requested, the transportation provider may schedule and handle the trip with no guarantee of Medicaid payment. If/when the member becomes retroactively Medicaid fee-for-service eligible and was eligible on the date the ride was provided, then the provider may submit a Trip Reimbursement form and Completed Trip Detail Log for non-EMS providers or the 1500 form for EMS providers to SET for claims payment. These forms are available on the Southeastrans website.

20. Could you explain how Southeastrans will work with Medicaid waiver recipients who reside in assisted living?

Southeastrans covers medical transportation for Medicaid waiver members. Requests can be made by the member or their representative through the Member Reservation line at 844-325-7586. Transportation to all other waiver services are covered by the waiver provider, not Southeastrans.

21. If a hospital is enrolling a member into the Medicaid system, but by the time of discharge they don't have a member number, will Southeastrans still authorize the discharge with a provider?

No. However, if the transportation provider is a Southeastrans provider, they are able to submit the claims to Southeastrans once the member becomes eligible.

22. What do we do in the case of an emergent transport to the hospital for a blood transfusion?

Southeastrans is only responsible for non-emergency transports. Emergent requests should go through 911.

23. When a client is transported to an appointment and they are given a number to call when ready to be picked up, what happens if they can't leave a voicemail?

Members should call Southeastrans Where's My Ride at 855-325-7586 and select option 2 when they are ready to be picked up. Our call center is staffed 24/7/365. There is no voicemail option.

24. I have an Alzheimer's care unit, and I am really uncomfortable sending one of my dementia residents in a taxi to an appointment because they don't meet "medical necessity." Will they be attended to throughout their appointment?

For individuals requiring constant supervision, the escort should be provided by the facility and stay with the member during the appointment. Southeastrans must be notified of an escort at the time of booking the trip. An **attendant** is provided by the transportation provider to accompany a Member or group of Members during transport in order to ensure the safe operation of the vehicle. The Attendant does not stay with the member at the appointment. Attendants must be requested at the time of booking the trip.

25. If we are serving a resident under Medicare, do we use Southeastrans? Are the Healthy Indiana Medicaid plans part of the program?

No, Southeastrans is only responsible for Non-Emergency Transportation for traditional Medicaid members. No, Southeastrans is only responsible for Non-Emergency Transportation for traditional "fee-for-service" Medicaid members.

26. Transportation providers are stating that they have been told they are "door to door" only: meaning waiting outside for facility residents. Is this correct?

Please refer to #3 on types of services provided. Southeastrans allows transportation providers to use their discretion whether to utilize a "hand-to-hand" level of service when picking up or delivering a member for whom "door-to-door" was requested. "Hand-to-hand" service involves the transportation of Members from the hands of a person at the point of pick-up into the hands of a facility staff member, family member, or other responsible party at the destination.

27. Can facility transportation services join Southeastrans' network as a provider to meet the transportation needs of members in their facility?

Yes, we welcome new transportation providers and encourage facilities to contact Provider Relations at DriveIN@Southeastrans.com for more information. DXC Technology is the State's fiscal agent and processes the provider enrollment for IHCP. Southeastrans can facilitate this connection or the facility may call their IHCP provider representative at DXC.

28. Is the facility solely responsible for providing an escort for an appointment or is it Southeastrans?

An escort is provided by the facility and stays with the member at the appointment. Southeastrans must be notified of an escort at the time of booking the trip to ensure their seat for the trip. If an attendant is provided by the transportation provider they do not stay with the member at the appointment. Attendants must be requested at the time of booking the trip.

29. Do you have a Southeastrans contact directory?

Yes. Please find contact information on our Facilities web page at <https://www.southeastrans.com/indiana-facilities>.

30. Are transportation providers required to follow a dress code and should they have ID?

Our provider agreement states that all drivers must be professional in appearance. Our provider agreements state the following regarding ID: *"All drivers and attendants must wear visible, easily readable, official company identifications badges. Provider's company identification badges are subject to **BROKER'S** approval. The badges must be dispersed to all staff members whose job duties require face-to-face interaction with Members. All badges must be worn on authorized driver's/attendant's outerwear in plain sight between the neckline and the waist."*

31. How do I arrange transportation for a Medicaid pending resident who requires multiple trips per week?

If/when the member becomes retroactively Medicaid fee-for-service eligible and was eligible on the date the ride was provided, then the transportation provider may submit a Trip Reimbursement form and Completed Trip Detail Log for non-EMS providers or the 1500 form for EMS providers to SET for claims payment. These forms are available on the Southeastrans website.