



"Where Every Ride Matters"

Key Contact List

To provide timely service to our clients, we have a Southeastrans Key Contact List. This specific phone access is to support you, in real time with your needs each day. The contact information is intended to provide assistance with situations requiring immediate attention. For example: Member no shows • Trip information requests • On-site issues • Accident and incident reports • Events in transit with members. THIS INFORMATION IS NOT INTENDED FOR Members.

▶ Indiana Contacts:

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| Member Reservation Line 855.325.7586 (Option 9 Spanish) | Provider Dispatch Line 855.325.7611 |
| Where's My Ride Line 855.325.7586 (Option 2) | (Trip related questions only) |
| Available Trip Requests INDISPATCH@southeastrans.com | Nursing Home Dispatch Line 888.822.6124 |
| Wait Time Requests INDISPATCH@southeastrans.com | (Requests for Leg ID's by Facility with Preferred Provider Relationship) |
| Gas Reimbursement Email ... INGR@southeastrans.com | Facility Reservation Line 855.325.7588 (Standing Orders) |
| iPad or iPortal Support isupport@southeastrans.com | Facility Portal Support facilitysupport@southeastrans.com |

Call Center Director..... Ryan Marks
Direct Phone..... 317.613.0840
Cell Phone..... 463.207.6501
Email..... rmarks@southeastrans.com

Dispatch Supervisor..... Wanda Johnson
Direct Phone..... 317.613.0893
Cell Phone..... 404-538-1178
Email..... wjohnson@southeastrans.com

QRV Dispatch Supervisor..... Mike Jones
Direct Phone..... 317.613.0813
Cell Phone..... 317.450.3191
Email..... mjones@southeastrans.com

Quality Assurance Manager.. Mike Hanner
Direct Phone..... 317.613.0853
Cell Phone..... 317.508.8051
Email..... mhanner@southeastrans.com

Facility Outreach Manager – North Region.. Jodie Little
Cell Phone..... 317.671.2249
Email..... jolittle@southeastrans.com

Facility Outreach Manager – South Region.. Linda Potts
Cell Phone..... 317.499.6465
Email..... lpotts@southeastrans.com

Compliance Manager..... Joel Johnson
Direct Phone..... 317.613.0854
Cell Phone..... 470.312.0425
Email..... jojohnson@southeastrans.com

State Director..... Sandra Lowe
Direct Phone..... 317.613.0850
Cell Phone..... 317.503.0730
Email..... slowe@southeastrans.com

Provider Relations Manager – North Region. Kristy Swoveland
Direct Phone..... 317.613.0827
Cell Phone..... 765.602.6004
Fax..... 317.854.9319
Email..... kswoveland@southeastrans.com

Provider Relations Manager – South Region... Ryan Bertram
Direct Phone..... 317.613.0856
Cell Phone..... 317.473.1830
Fax..... 317.642.0675
Email..... rbertram@southeastrans.com

MDwise Client Services Manager..... Candi Colby
Direct Phone..... 317.613.0829
Cell Phone..... 317.503.3672
Email..... ccolby@southeastrans.com

Quality Assurance Dept..... 888.833.4154
QA Direct Email..... INQA@southeastrans.com

Claims Manager..... Lakessia Hall
Direct Phone..... 678.510.4575
Fax Line..... 678.510.1532
Email..... lhall@southeastrans.com

Claims Supervisor..... Tiffany Williams
Email..... twilliams@southeastrans.com
Direct Phone..... 678.510.4590 Press #1
678.510.4600 Press #2

Claims Analyst..... Requita Ezell
Email..... rezell@southeastrans.com
Direct Phone..... 470-819-4349

Claims Inquiries..... <https://provider.southeastrans.com/Zendesk>

Address...5285 Lakeview Pkwy South Dr., Indianapolis, IN 46268