

## Southeastrans' Mission

To provide transportation management solutions that deliver the highest levels of quality and satisfaction to our consumers, while offering exceptional value, performance, and responsiveness to our contracting agencies.



## Helpful Hints

- If public transportation is identified as an available means of transport for you but your medical condition keeps you from using public transportation, a **Public Transportation Restriction Form\*** must be completed by your physician to indicate the medical reason you cannot use public transit.
- A "standing order" trip (when your appointments occur two (2) or more days a week, for more than 6 weeks), may be requested by completing a **Standing Order Form\***. This form must be completed in its entirety and signed by you or your representative, and a facility representative.
- Standing orders are recertified every 3 to 6 months depending on the type of treatment you are receiving.

\*Forms are available at [www.southeastrans.com](http://www.southeastrans.com)

## What to Expect from Your Driver

- \* Drivers should be wearing an ID badge
- \* Transportation vehicles should be marked
- \* When picking up, drivers are only required to wait 10 minutes
- \* Provider has one hour from your "I am ready to return home" call to pick you up
- \* Drivers must transport safely and follow all traffic laws

**If the provider fails to meet any of these standards, please contact Southeastrans at the contact numbers below.**



## The Southeastrans Team

While Southeastrans strives to provide the highest level of service possible, we realize unforeseen things can sometimes happen.

To talk to someone about your transportation experience, please contact:

### Toll-Free Reservation Line

1-855-325-7586

Customer Service - press option 1

Where's My Ride - press option 2

Spanish - press option 9



## Medicaid Non-Emergency Medical Transportation (NEMT) Guide

For Indiana Fee-For-Service  
Medicaid Members

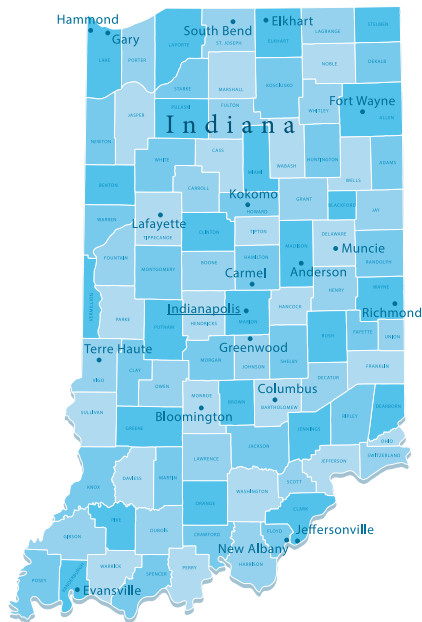
# Indiana Medicaid Non-Emergency Medical Transportation Program at a Glance

Non-Emergency Medical Transportation (NEMT) is provided to Indiana Fee-for-Service Medicaid members who require transportation assistance to Medicaid-billable healthcare services and have no other means of transportation.

Southeastrans, Inc. provides this service to Indiana FSSA Medicaid members who live in counties located throughout the state of Indiana.

This is a shared-ride service. Therefore, you may be riding with other passengers picked up at or near your pick-up location.

If you require extra assistance for a medical reason, you may request one adult escort to accompany you. Your escort **MUST** be present at your pick-up and drop-off location. Escorts **MUST** be requested when scheduling the appointment.



## Making Transportation Arrangements

Call Southeastrans to arrange transportation services to covered medical appointments at least 2 business days in advance of the appointment date. You can schedule trips up to 30 days in advance (business days do not include Saturday, Sunday, and approved state holidays).

### When Scheduling Transportation...

Please have the following information ready for the Customer Service Representative when you call:

- Your full name, phone number, address, date of birth, and COUNTY of residence
- Your Medicaid number as it appears on your Indiana Medicaid Card
- An emergency contact's name and phone number
- Specify any special needs (oxygen, escort) when scheduling an appointment

### Please have the following destination information available...

- The address, phone number and doctor's name or the medical facility where the member is being transported
- Your mobility status (walking, wheelchair, BLS/ALS ambulance)
- Your room number (for BLS/ALS only)
- An emergency contact's name and phone number

- If you are not ready upon driver's arrival, driver will only wait 10 minutes.
- If you are unable to attend your appointment, please cancel by calling Southeastrans **BEFORE** the pick-up time.
- You **MUST CALL** the call center after your appointment is complete to **REQUEST PICK-UP**. Provider has **ONE HOUR** from pick-up request time to return to your location.



## Frequently Asked Questions

- **Q: What if the vehicle is more than 15 minutes late?**  
A: Call our Where's My Ride Center at Toll-Free at 1-855-325-7586; choose option 2 to speak with a dispatcher.
- **Q: What is urgent care?**  
A: Urgent Care, is defined as an unscheduled episodic situation, in which there is no immediate threat to life or limb, but you must be seen on the day of the request and treatment cannot be delayed until the next day. Southeastrans may verify with the direct provider of service that the need for urgent care exists.  
  
Urgent care trips include hospital discharges and may also apply to 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.