

NON-EMERGENCY MEDICAL TRANSPORTATION

» The state of Indiana offers non-emergency medical transportation for many members of its health coverage programs. Rides are requested by calling a company called a “broker,” and assigned by the broker to dozens of private transportation companies working around the state.

» Members with this benefit may call as far in advance as 30 days to request a ride (45–90 days for standing orders), and must call at least two business days before their appointment. Rides to urgent appointments, if this can be verified by the doctor or facility, may be given only if a driver is available.

» When requesting your ride, the person helping you will ask you:

- › Your pick-up location
- › Your appointment location and name
- › Any special needs you have, such as oxygen, a wheelchair, wheelchair size and weight or help getting into or out of the provider office

This information and any details requested must be given at the time you request your ride. You must also arrange the ride for your escort at the time rides are first requested.

» Rides should only be requested if the member has no other transportation. If you have reliable transportation, access to public transportation, or family and friends who could drive you to your appointments you are expected to use these options first.

- › Friends and family can be reimbursed for providing rides. They will need to fill out and send in a gas reimbursement application. This form and application process can be found at www.in.gov/medicaid/members/540.htm.
- › If the trip you request is along public transportation routes, you may be assigned this as your method of travel. You will get passes to cover the costs. If you have a condition that prevents you from taking public transportation, ask the call center for a “Public Transportation Restriction Form” that you and your medical provider can complete to say why you cannot use public transit.

911

If you feel a transportation provider (driver) is breaking the law in any way (drunk or reckless driving, improper sexual conduct, etc.) or your safety is in immediate danger, call the police as soon as possible. Once you reach your destination safely, call the transportation broker to report what happened.



**Office of Medicaid
Policy & Planning**

THINGS YOU CAN DO TO MAKE YOUR TRIP SUCCESSFUL >>>>>>>>>>

>> Once a ride is scheduled, there are a number of things for you to know or do in order to make your trip to and from your medical provider a success.

- › If for any reason you cannot keep your appointment, or if it changes, you must let the transportation broker know immediately. Pick-up times are firm. If you are not ready when the driver arrives at your scheduled pick up time, the driver can only wait 10 minutes past your scheduled pick up time. It is considered a “no-show” at 10 minutes past your pick-up time.
- › Riders and drivers will maintain a professional relationship at all times. Verbal or physical abuse, failure to cooperate with the driver’s instructions or violating rules may prevent you from getting rides in the future.
- › In order to get you to your appointment, you may need to share a ride with other members.
- › Wearing your safety belts at all times is required.
- › For the health and safety of the driver and rider, do not smoke or vape in the vehicle.
- › Do not eat or drink during the ride.
- › Do not engage in any illegal activity or be intoxicated.

>> If you have scheduled a return trip, call the broker as soon as your appointment has ended to request a ride home. The provider has one hour to return to your location and pick you up.

911

If you feel a transportation provider (driver) is breaking the law in any way (drunk or reckless driving, improper sexual conduct, etc.) or your safety is in immediate danger, call the police as soon as possible. Once you reach your destination safely, call the transportation broker to report what happened.



**Office of Medicaid
Policy & Planning**