

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

On June 1, 2018, the State of Indiana converted the oversight of the Non-Emergency Medical Transportation (NEMT) program for fee-for-service Medicaid members to Southeastrans. FSSA has approved an “open network” for the month of June to facilitate this transition. This means that providers, members and healthcare facilities may continue to arrange their own transportation as in the past and providers can submit their claims to Southeastrans for payment. We do not want members to miss their appointments so if there is any doubt, transport the member as usual.

Healthcare facilities should follow the process below:

1. How does a healthcare provider make transportation arrangements?

Healthcare facilities can either call Southeastrans (preferable) or arrange the transportation as they have in the past. You should contact the Southeastrans’ Healthcare Facility Line by calling 1-855-325-7588. The Southeastrans Facility Portal will be available in late June/early July to arrange non-emergency transportation for Indiana fee-for-service Members.

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. During June, if the facility contacted a transportation provider to transport a member, they should contact that transportation provider for the members’ return trip.

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. During the month of June, facilities can use their regular provider or call Southeastrans (preferable).

4. What if the facility or member have a preferred provider?

The facility or member may use a “preferred provider” is wanted. In June, facilities can contact that preferred provider directly or go through Southeastrans (preferable) and request a preferred provider. While it is not always possible to use the preferred provider, every effort will be made to honor the wishes of the facility or member as long as it is the most efficient use of transportation.

5. 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 should be placed with Southeastrans and not placed directly with a provider. A member cannot request a standing order; these must be requested by the destination facility.

Standing Orders can be made by completing a Standing Order Form, available on the Southeastrans website (www.southeastrans.com) Standing Orders can be made by completing a Standing Order Form, available on the Southeastrans website (<https://www.southeastrans.com/wp-content/uploads/2021/03/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

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

During the month of June, a healthcare facility can either contact the transportation provider directly or contact Southeastrans Customer Service (regular transports) and Special Service Representatives (standing orders) to 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/indiana-members/>

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 may call Southeastrans after the appointment is complete to request return pick-up. For the month of June only, they can also contact their regular provider. Transportation Providers have up to one (1) hour from time of notification to pick up the member. After the month of June, or if Southeastrans has scheduled the members' transportation, the member or member representative should call 1-855-325-7586, then select option 2 for Where's My Ride to request pick-ups following the appointment.

8. What information is needed when I request transportation?

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

- ✓ *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*

9. Where I can obtain forms?

Forms for are located on the Facilities page of Southeastrans' website at:

<https://www.southeastrans.com/indiana-facilities/>