

ATTENTION: Indiana Non-Emergency Transportation Providers
DATE: June 1, 2018
SUBJECT: Transportation for FSSA Traditional Medicaid Members

On June 1, 2018, the State of Indiana converted the oversight of the 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 providers, members and 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 members as usual. Transportation providers should follow the process below:

- If you have not received a trip number from Southeastrans for your regular trips, please continue to transport your members throughout the month of June. We do not want members stranded without transportation.
- If you receive calls from members or facilities for transports for during June , but you have not received these trips from Southeastrans, please provide the transport as requested.
- You may bill Southeastrans for all June trips, even if you do not have an authorization number from Southeastrans. Submit claims to Southeastrans by using Southeastrans Trip Reimbursement Form (regular providers) or the 1500/HCFR Form (EMS providers).
- If you experience trouble with your portal account, please email isupport@southeastrans.com and include your first/last name, email address, company name, and a brief explanation of the issue: can't access portal, can't see trips, never got email to register for portal, etc.



- Please note that iPads are being distributed to eligible providers in the order that providers become fully active. They will ship directly to your business address and you will be notified when they've shipped.