

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 for Members

- * If a member is able to use Public Transportation to their medical appointment, please let us know when scheduling their transportation. Southeastrans will provide them with a ticket or pass for the trip.
- * If you have not heard from your provider within 30 minutes of notification for the return, please call us.
- * Members should be prepared to share their ride with others and make multiple stops during their transport.
- * Be patient. Traffic and weather can delay a member's provider.
- * Riders are only able to carry one bag onto the vehicle; bag must fit in rider's lap...no exceptions.

Know Your Rights & Responsibilities

Transportation Provider Standards



- * Drivers should be wearing an ID badge
- * Transportation vehicles should be marked with their company name.
- * Transport is considered on time if the member arrives within 15 minutes of their appointment time.
- * When picking up, drivers are only authorized to wait 10 minutes.
- * Provider has one hour from a member's "I am ready to return home" call to pick them up.
- * Drivers must transport safely and follow all traffic laws

If the provider fails to meet any of these standards, please contact Southeastrans.



The Southeastrans Team

While Southeastrans strives to provide the highest level of service possible, we realize unforeseen things can sometimes happen. Contact us should you have any questions.

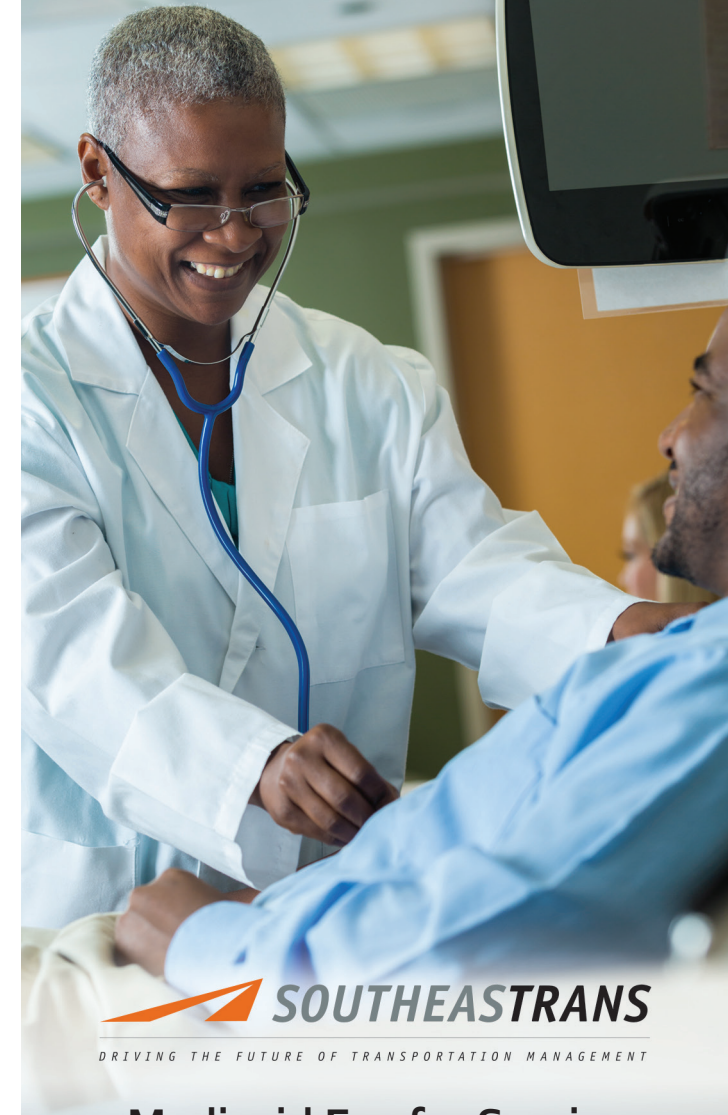
Email us at: inssr@southeastrans.com

Reservations: 1-855-325-7586

Facilities: 1-855-325-7588

Provider Line: 1-855-325-7611

www.southeastrans.com



 **SOUTHEASTRANS**
DRIVING THE FUTURE OF TRANSPORTATION MANAGEMENT

Medicaid Fee for Service Non-Emergency Medical Transportation (NEMT) Guide

For Indiana
Medical Facilities

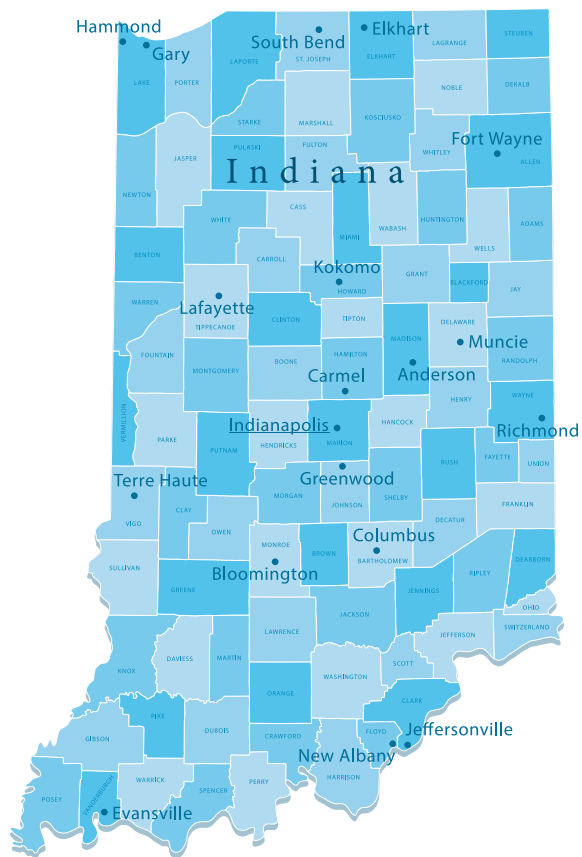
Revised April 2018

Indiana Medicaid Non-Emergency Transportation Program at a Glance

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

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

If a member requires assistance for some medical reason, one adult escort or attendant may accompany them. Escorts MUST be requested when scheduling the appointment.



Making Transportation Arrangements for Members

How to Access and Use Our Services

Call Southeastrans to arrange medical transportation to covered medical services.

- Member's full name, phone number, address, date of birth and COUNTY of residence
- Member's Medicaid number as it appears on their Indiana Medicaid Card

DESTINATION INFORMATION:

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

Facility Portal

As an option, you will be able to schedule member trips using our facility portal. This online tool will be available soon.

Standing Orders

A standing order is defined as a transport to and from multiple recurring medical appointments for covered services, for the same member, with the same healthcare provider, for the same treatment or condition (must be at least 2 trips per week).

Urgent Care

All Urgent Care Requests may be verified directly with the destination medical care provider before the trip is approved and scheduled with a transportation provider, except in the case of a hospital discharge.

Hospital Discharges

Hospital discharges are also referred to as Urgent Care Requests. Notification by hospital staff only that a member/patient is ready to be discharged.

- If member is not ready upon driver's arrival, driver will only wait 10 minutes.
- If member is unable to go to their appointment the trip must be cancelled by calling Southeastrans BEFORE the pick up time.
- Riders MUST CALL Southeastrans after their appointment is complete to REQUEST RETURN PICK UP. Provider has ONE HOUR from time of notification to return to member's location.

Frequently Asked Questions

- **Q: How does a medical facility make transportation arrangements?**

A: Healthcare facilities should contact Southeastrans or use the facility portal to arrange transportation. Members with standing orders should contact their special services representatives.

- **Q: What if the vehicle is more than 15 minutes late?**

A: Call the Where's My Ride line to speak directly with a representative.

- **Q: What is Urgent Care?**

A: Urgent Care, for the purpose of this contract, 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. Southeastrans may verify with the direct provider of service that the need for urgent care exists.

Hospital discharges are considered as urgent care 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.