

Medicaid Transportation Services: Hoosier Healthwise, Pregnancy Coverage, CHIP

Many individuals who are covered by Medicaid do not have reliable transportation and/or need assistance getting to medical appointments. This is especially true when individuals must see providers not located in close proximity to their homes. Hoosier Healthwise provides medically-related transportation services to members.

Transportation Services

Transportation services vary by package and health plan. Individuals covered under Packages A (Hoosier Healthwise/HHW) and P (pregnancy only coverage/presumptive eligibility for pregnancy women) can request transportation to medical appointments. Depending upon their health plan (Anthem, CareSource, MDwise Inc., or MHS), additional services may be available. Package C (Children's Health Insurance Program/CHIP) members can get ambulance transportation for emergencies at a greatly reduced cost.

It is possible for family members, "close associates," and even the Medicaid member, to become a Medicaid-approved transportation provider. This can alleviate some of the financial burden and be more convenient. For more information on this option, see Medicaid Transportation: Becoming a Provider, http://www.fvindiana.org/wp-content/uploads/2016/08/FS_MedicaidTransProvider_1216.pdf.

Package and Plan Information

To determine the coverage package, review the Hoosier Healthwise letter of eligibility or call the HHW helpline at 1-800-889-9949. In most cases, your doctor's office can also tell you this information.

When you joined HHW, you had to choose a health plan. The health plan manages your care and consists of a group of providers and services. HHW offers four health plans: Anthem, CareSource, MDwise Inc., and Managed Health Services (MHS). You should have received correspondence from your health plan, including a benefits handbook, after enrolling. The handbook lists all benefits, including transportation services, as well as any procedures you must follow to obtain those services. If you do not know which health plan you are enrolled in, you may call the HHW helpline at 1-800-889-9949. Have your member card ready when you call.

Transportation Benefits

The health plan's benefit manual outlines transportation services and procedures. If you need a manual, request one from the plan or visit the website to find a Member Handbook. Anthem: 1-866-408-6131, <https://mss.anthem.com/in/pages/home.aspx>
CareSource 1-844-607-2829, www.CareSources.com/members/Indiana
MDwise Inc.: 1-800-356-1204, <http://www.mdwise.org/>
Managed Health Service (MHS): 1-877-647-4848, <http://www.mhsindiana.com/>

Nonemergency transportation benefits may have mileage, number of trips, and destination limits and vary by health plan. Emergency transportation is available in the event of a true emergency. Depending upon the plan and package, copays may apply.

To learn more about these and other programs, contact FamilyVoices Indiana. We will assist you as you navigate health care systems and services, especially those available to individuals with special health care needs.
1-844-F2F-INFO
1-844-323-4636
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Arrange Transportation

Please visit your plan's transportation links for specific scheduling requirements and procedures.

Anthem members:

https://mss.anthem.com/Documents/ININ_CAID_TransportationBrochure_ENG.pdf

CareSource members: At the time of this publication, member benefits were still under review and expected to be available in early 2017. For updated information, contact CareSource directly. <https://www.caresource.com/members/indiana/hip-hhw/>

MDwise members:

<http://www.mdwise.org/for-members/hoosier-healthwise/benefits-and-services/ridewise/>

MHS: <http://www.mhsindiana.com/files/2011/08/Transportation-Flyer-EN-ES.pdf>

When scheduling a ride, be prepared with the following information:

- Medicaid member number
- Your address and phone number
- Date and time of the appointment
- Name, address, and phone number of the doctor or clinic
- Total number of passengers*
- Accessibility needs, such as whether you will need a vehicle with wheelchair access and/or help to/from the building to the vehicle
 - Car seat needs: if a car seat is needed, you must tell the customer representative when scheduling the ride. Some plans require that members provide car seats.
 - Transportation may be provided for the member only, except when the member is a minor and/or the member's needs require accompaniment by a family member, nurse, or other individual.

*Please note, your plan may limit the total number of passengers to the plan member and a guardian or caregiver. In some cases, transportation for additional family members may be requested.

Filing a Complaint

To report an issue with accessing or scheduling transportation or to file a complaint, contact the health plan as soon as possible. When speaking with a customer service representative, state that the purpose of the call is to file a grievance. It is important to be thorough and specific when detailing concerns about transportation services. When applicable, we recommend using the verbiage, "ease of access" when reporting transportation problems. For example, "Ease of access is the primary concern..."

Please note: Programs and systems change often. It is important to ensure that you are using the most current information. This Fact Sheet was updated December 2016. Please check with Family Voices Indiana (www.fvindiana.org) for the most recent edition.