

Traditional Medicaid (Disability) Transportation Services

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. We have designed this fact sheet to assist Medicaid recipients and their families in arranging available transportation services. Generally, Medicaid recipients are allowed 20 one-way trips of less than 50 miles per year.

My family member is a Medicaid recipient. Does Medicaid cover transportation services? Yes. Medicaid provides both emergency and nonemergency services to Medicaid recipients. The transportation services are for the purposes of going to and/or from an Indiana Medicaid covered service. The Medicaid recipient must be in the vehicle for reimbursement to be available.

My family member is a minor and/or needs assistance. Is transportation provided for me as well? Yes, transportation is provided for an accompanying parent, attendant, or both.

How do I arrange transportation? If you have internet access, you may arrange transportation by visiting <http://in.gov/medicaid/>. Once there, click on Members. Then click Find a Medicaid Provider. Choose IHCP Provider Search. Select Other and use the pull-down menu to select Transportation Provider. Enter the appropriate information in the remainder of the fields. You may then arrange transportation directly with the provider. Alternatively, you may call 1-800-457-4584 to arrange transportation.

I require frequent treatments and will quickly surpass the allowable number of trips. Is there any way to get additional services? Yes. You may contact IHCP Member Services by calling 1-800-457-4584 to request prior authorization for additional trips. Additionally, the following transportation services are exempt from the 20 one-way trip rule:

- Emergency ambulance services
- Transportation to or from a hospital, including inter-hospital transfers, for the purpose of an inpatient admission or discharge
- Transportation for patients on renal dialysis or those residing in nursing homes
- Return trip from the emergency room in an ambulance, if medically necessary.
- Transportation for accompanying parent (Prior authorization required if trip exceeds 50 miles one-way)
- Transportation for attendant (Prior authorization required if trip exceeds 50 miles one-way)

To learn more about these and other programs, contact Family Voices 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
fvindiana.org

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My Medicaid approved appointments are more than 50 miles from my home. Can I still receive transportation services? You may be able to receive transportation services, even if the one-way distance to the appointment is 50 miles or greater. In these cases, call IHCP Member Services 1-800-457-4584 to seek prior authorization.

Can I choose the form of transportation? Are bus and other public transportation services reimbursed? Medicaid recipients must use the least expensive type of transportation available that meets their medical needs. The county Office of Family Resources must authorize all in-state train, bus, and family member transportation services.

I require air transportation or interstate transportation. Will Medicaid cover this expense? Medicaid recipients must seek prior authorization for airline, air ambulance, and interstate transportation as well as transportation from an out-of-state provider. For more information about these services, please contact IHCP Member Services at 1-800-457-4584.

The hospital where I receive treatments charges parking fees. Will Medicaid reimburse these and other similar fees? No. Medicaid pays only for transportation and does not cover parking fees, tolls, meals, lodging or other related expenditures.

How do I get emergency transportation services? Call 911. Emergency transportation services do not require prior authorization.

What do I do if I encounter problems accessing transportation services? If you encounter issues when accessing transportation services, contact the Complaint Department at 1-800-457-4515, and file an "ease of access" complaint. Be thorough and specific when detailing the incident. If you have questions about accessing transportation services, Medicaid, or other health care related concerns, please contact Family Voices Indiana at 317-323-4636 or info@fvindiana.org.