



Helpful Hints for Members

- If a member is able to use Public Transportation to their medical appointment, Verida will provide them with a pass for the trip. Please let us know when scheduling their transportation.
- If you haven't heard from your provider within 30 minutes of notification, please call us toll-free at 855-325-7586, option 2.
- 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.
- Rider's are only able to carry one bag onto the vehicle; bag must fit in rider's lap...no exceptions.

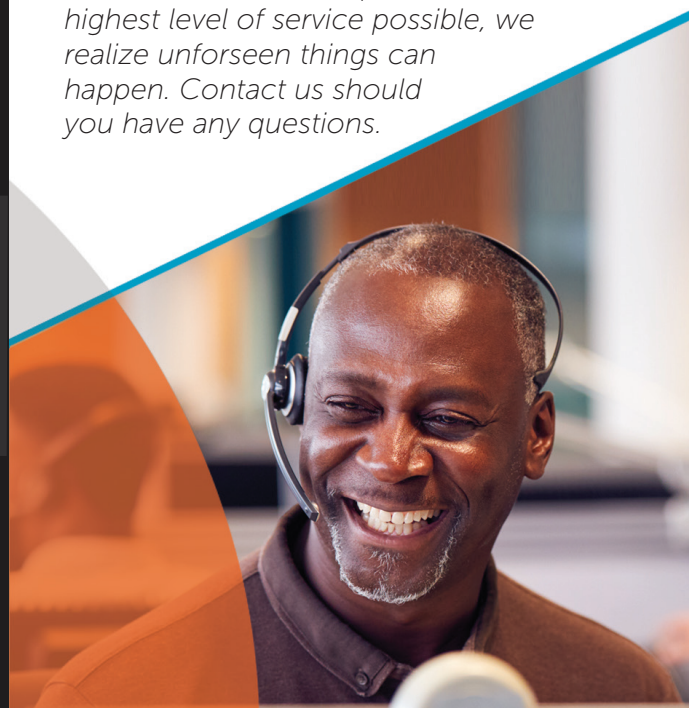
Transportation Provider Standards

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

If the provider fails to meet any of these standards please contact Southeastrans Quality Assurance at 888-833-4154.

The Verida Team

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



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. If your member has standing orders, you should contact us via email at INSSR@southeastrans.com.

Q. What if the vehicle is more than 15 minutes late?

A. Call the Where's My Ride line at 855-325-7596 and then option 2 to speak with a dispatcher.

Q. What is Urgent Care?

A. The Broker shall arrange transportation services when a Medicaid member requests services for urgent care and has no other means of appropriate transportation.

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. The Broker may verify with the direct provider of service that the need for urgent care exists.



Medicaid Non-Emergency Medical Transportation (NEMT) Guide

For Indiana Medical Facilities




Connecting Life to Health

Indiana Medicaid Non-Emergency Medical Transportation Program at a Glance

Non-Emergency Medical Transportation (NEMT) is provided to Indiana Fee-For-Service 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, you may be riding with other passengers picked up at or near your pick-up location.



Transportation services are available in your home community. Travel outside your home community is available only when you need specialized services that are not available within your community.

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.

Verida covers all 92 counties in the State of Indiana.

verida.com

Making Transportation Arrangements for Members

How to Access and Use our Services

Call Southeastrans to arrange medical transportation services to medical covered services at: 855-325-7586

- 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 member is being transported to
- Member's mobility status (walking, wheelchair, stretcher)
- Member's room number (for stretcher only)
- An emergency contact's name and phone

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 (is 2 days a week minimum, trip legs). Email: INSSR@verida.com

Urgent Care

All Urgent Care Requests must 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.

Additional Information

- If member is unable to go to their appointment you must cancel, by calling Southeastrans, BEFORE pick up time.
- Riders MUST CALL Southeastrans at 855-325-7586 after their appointment is complete to REQUEST PICK UP. Provider has ONE HOUR from time of notification to return to your location.

Indiana SERVICE AREAS



Key Contact Information:

Facility Outreach Contact:
855.325.7588

Nursing Home Dispatch Line | 888-822-6124
Facility Reservation Line | 855-325-7588
Where's My Ride | 855.325.7586 (opt. 2)
Hearing Impaired (TTY): 711 (IN Relay Svc)

Facility Portal | iSupport@verida.com

Quality Assurance Line | 888.833.4154

Facility Portal

As an option, you can schedule member trips using our facility portal. Scan QR code to go to Facility Portal now.

