



# Medicaid Non-Emergency Medical Transportation (NEMT) Guide

For Indiana Medicaid Members

A photograph of a young Black woman with short curly hair, smiling broadly and looking out the window of a car. She is wearing a blue denim tank top and a thin necklace. The car's interior and window are visible, with a blurred background suggesting motion. The image is overlaid with a large blue and orange graphic element.

*Let's  
Ride!*

 [www.verida.com](http://www.verida.com)

*Connecting Life to Health*

January 2024



## Our 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.

# 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.*

If you require extra assistance for a medical reason, you may request one adult escort to accompany you. Your escort **MUST** be present at your pick-up and drop-off location. **Escorts MUST be requested when scheduling the appointment.**



*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.*

*Verida covers all 92 counties in the State of Indiana.*





# Making Transportation Arrangements for Members

Call Verida to arrange transportation services to covered medical appointments at least 2 business days in advance of the appointment date. You can schedule trips up to 30 days in advance (business days do not include Saturday, Sunday, and approved state holidays).

## When Scheduling Transportation...

Please have the following information ready for the Customer Service Representative when calling:

- Member's full name, phone number, address, date of birth, and county of residence
- Member's Medicaid number as it appears on the Medicaid card, or member's name and date of birth
- Specify any special needs (oxygen, escort) when scheduling the appointment
- An emergency contact's name and phone number



## Member Portal

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



## Indiana SERVICE AREAS





## Helpful Hints for Members

- *If you are able to use Public Transportation to your medical appointment, Verida will provide you with a pass for the trip. Please let us know when scheduling your 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.*
- *You should be prepared to share your ride with others and make multiple stops during your transport.*
- *Be patient, traffic and weather can delay your provider.*
- *You are only able to carry one bag onto the vehicle; bag must fit in your lap...no exceptions.*

## Making Transportation Arrangements for Members (Cont.)

*Please have the following destination information available..*

- Destination information – address, phone number, doctor's name, type of appointment, and name of the medical facility
- Member's mobility status (walking, wheelchair)
- For our Wheelchair members, please have your chair dimensions available (approximate weight and width). This information will be required for successful securement of your transportation.

### Not Ready or Unable to Attend an Appointment

- If you are not ready upon driver's arrival, driver will only wait 10 minutes.
- If you are unable to attend your appointment, please cancel by calling Verida **BEFORE** the pick-up time.
- You **MUST CALL** the call center after your appointment is complete to **REQUEST PICK-UP**. Provider has **ONE HOUR** from pick-up request time to return to your location.



## 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 Verida.*

### Key Contact Information:

To talk to someone about your transportation experience, please contact:

Toll-Free Reservation Line

**1-855-325-7586**

Customer Service - **press option 1**

Where's My Ride - **press option 2**

Spanish - **press option 9**

Hearing Impaired (TTY): 711 (IN Relay Service)

Quality Assurance Line

**1-888-833-4154**



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

**A.** Call the Call Center Toll-Free at 855-325-7586; choose option 1 and then option 2 to speak with a dispatcher.

**Q. When scheduling transportation, how much advance notice is required?**

**A.** To schedule transportation, you should book at least three calendar days in advance of the appointment date. As an added convenience, you may book up to 30 calendar days in advance..

PLEASE VISIT OUR WEBSITE FOR ADDITIONAL FAQs at:

[www.verida.com/indiana-members](http://www.verida.com/indiana-members)



### At Our Core

*Verida believes in building a better service for you...results:*

Member  
Focused

Forward  
Thinking

