

## SOUTHEASTRANS (SET) Member Resources

**If you experience problems with Southeastrans Services, please share your story by completing the attached form and sending it to Mike Rinebold at [mrinebold@leadingageindiana.org](mailto:mrinebold@leadingageindiana.org). Thank you.**

### CONTACT INFORMATION AND GUIDE

<b>Southeastrans (SET)</b>	855.325.7586 (Reservation Line)
<b>Option 1</b>	Schedule your ride.
<b>Option 2</b>	Where's my ride?
<b>Option 9</b>	Spanish
<b>Hours/Available</b>	Monday-Friday 8 a.m. – 6 p.m., EDT.
<b>Online Reservations</b>	<a href="https://member.southeastrans.com/">https://member.southeastrans.com/</a> (Online Reservations)
<b>When do I call?</b>	Call two business days in advance.
<b>Will I get a confirmation?</b>	Southeastrans will confirm 24 hours prior to your ride.
<b>What about emergency?</b>	<b>Call 911</b>
<b>FORMS</b>	<a href="#">Standing Order-Indiana</a> <a href="#">Nursing Home Form-Indiana</a> <a href="#">Letter of Medical Necessity for Stretcher-Indiana</a>
<b>Indiana Provider Relations</b>	<a href="mailto:driveIN@southeastrans.com">driveIN@southeastrans.com</a>   1.317.613.0820 5285 Lakeview Parkway South Drive Indianapolis, IN 46268
<b>Indiana State Director</b>	Karen Mullenix   317.613.0850 <a href="mailto:kmullenix@southeastrans.com">kmullenix@southeastrans.com</a>
<b>Member Portal</b>	<a href="http://www.southeastrans.com/download/64144/">http://www.southeastrans.com/download/64144/</a>
<b>What kind of appointments are eligible?</b>	<ul style="list-style-type: none"> <li>• Any <u>non-emergency medical services</u> that are covered by Medicaid. This includes trips to the dentist, doctor, dialysis and others.</li> <li>• Medicaid will pay for 20 one-way trips per rolling 12-month period.</li> <li>• More trips may be provided if your doctor requests them and they are approved through Southeastrans.</li> </ul>
<b>What do I need when I call to schedule a ride?</b>	<ul style="list-style-type: none"> <li>✓ Member's ID, full name and date of birth, telephone number</li> <li>✓ Pick-up address, including zip code <b>and</b> doctor or facility name, address, zip and telephone number</li> <li>✓ Appointment date and time</li> <li>✓ Any special transportation needs you may have (wheelchair, walker, vision-impaired, etc.) <b>and</b> emergency contact information.</li> </ul>

### SOUTHEASTRANS NEWS/COMMUNICATIONS GENERAL INFORMATION

Letter from Southeastrans	
Town Hall Meeting Presentation	<a href="http://provider.indianamedicaid.com/ihcp/Bulletins/BT201830.pdf">http://provider.indianamedicaid.com/ihcp/Bulletins/BT201830.pdf</a>
Retroactive Eligibility Guideline	<a href="http://www.southeastrans.com/download/66574/">http://www.southeastrans.com/download/66574/</a>
Questions?	<a href="https://www.southeastrans.com/indiana-facilities/">https://www.southeastrans.com/indiana-facilities/</a>
Claims Specialists	Adrian Colbert (phone) 678.510.4576 (email) <a href="mailto:acolbert@southeastrans.com">acolbert@southeastrans.com</a> Emily Wells (phone) 404.305.3521 (email) <a href="mailto:ewells@southeastrans.com">ewells@southeastrans.com</a>
Filing a Complaint/SET	<a href="https://www.southeastrans.com/members/member-contact-us/">https://www.southeastrans.com/members/member-contact-us/</a>

## INDIANA HEALTH CARE COVERAGE PROGRAMS (IHCP) INFORMATION/BULLETINS

May 2, 2018 - BT201816	IHCP to implement NEMT broker services for FFS members, effective June 1, 2018 <a href="#">(Click Here)</a>
May 25, 2018 - BT201822	IHCP will implement a transition period for brokered NEMT services <a href="#">(Click Here)</a>
June 22, 2018 - BT2018XX	IHCP will implement an extended transition period for facilities. <a href="#">(Click Here)</a>
July 12, 2018 – News Update	IHCP Clarifies coordination requirements with Southeastrans for facility transport scenarios <a href="#">(Click Here)</a>
July 19, 2018 – News Update	IHCP Clarifies when to use Southeastrans for NEMT <a href="#">(Click Here)</a>

## FSSA GENERAL INFORMATION

Indiana Family and Social Services Administration (FSSA)	402 W. Washington Street Indianapolis, IN 46207   800.457.8283 <a href="https://www.in.gov/fssa/ompp/5481.htm">https://www.in.gov/fssa/ompp/5481.htm</a>
July 20, 2018 Letter from Secretary Walthall	A letter from FSSA Secretary Walthall issued 7/20/2018, with the latest information on Southeastrans. You can view the letter <a href="#">here</a> .
October 2, 2018 Power Point - FSSA	Power point: <a href="#">Status Update on Non-Emergency Medical Transportation</a>

## LEADINGAGE INDIANA CONTACT INFORMATION

Mike Rinebold, President/CEO	<a href="mailto:mrinebold@leadingageindiana.org">mrinebold@leadingageindiana.org</a>   317.733.2380
Becky Bartle, RN	<a href="mailto:bbartle@leadingageindiana.org">bbartle@leadingageindiana.org</a>   317-691-8743

