



TRANSPORTATION SERVICES

FOR MHS MEMBERS



NEED A RIDE?

MHS wants to make it easy for our **MEMBERS** to get to the care they need. Trips for eligible members to covered medical services, including doctor's appointments, dental care, behavioral health appointments, etc., as well as trips to the pharmacy, are provided at no cost.

HOW TO SCHEDULE

You can reach the MHS transportation vendor **WellTrans** through MHS Member Services at 1-877-647-4848 (TTY: 1-800-743-3333). Select the prompt for "transportation."

You can speak to a live transportation representative between 8 a.m. - 8 p.m. Monday through Friday. If you are calling after hours or have urgent transportation needs, a live agent can still help!

Remember to schedule your doctor visit before you call to get a ride. MHS may call your doctor's office to verify the doctor visit.

Call by this day:	If your appointment is on this day:
Wednesday	Saturday, Sunday or Monday
Thursday	Tuesday
Friday	Wednesday
Monday	Thursday
Tuesday	Friday

Call to schedule your ride **TWO (2) business days** prior to your scheduled doctor's visit.

If your doctor's visit is on Monday, you must call for a ride no later than the Tuesday before. Weekend days and holidays do not count.

WHEN YOU CALL:

Please have the following information available:

- *You or your child's Medicaid ID card*
- *Your address and phone number*
- *The date and time of the appointment*
- *Name, address and phone number of the office or clinic*
- *Number of persons who will be riding (patient and parent or guardian only)*
- *Whether you will need a wheelchair-accessible van or if you need assistance to and from the door*

CALLING FOR A PICKUP AFTER YOUR APPOINTMENT:

- *It may take up to **one (1) hour** for a car to arrive after you call. If your driver has not arrived in 30 to 45 minutes, please give WellTrans a call back so they can further assist you with your return.*
- *Please be ready when your ride arrives.*
- *Transportation will pick you up at the same place they dropped you off. They cannot pick up multiple family members at different locations.*



TRANSPORTATION SERVICES

FOR MHS MEMBERS (cont'd)



ADDITIONAL IMPORTANT INFORMATION

You may have up to a **two (2)-hour wait** time for your ride to pick you up before your scheduled visit. Children under age 16 must always ride with an adult age 18 years or older.

If you need transportation due to an urgent care need, it could take longer to arrive since this is not a pre-scheduled pickup. Call immediately to set up your ride. All transportation must be for a covered medical appointment.

If you have a life-threatening emergency, call 911 or your local emergency number.

ADDITIONAL RIDERS

For transportation to a scheduled medical appointment, you and only one (1) companion (must 18 years old or older) may go together. Any additional riders must be approved in advance.

Transportation will try to work with your situation if you request additional riders. Transportation may refuse to transport any persons who were not approved to ride in advance.

CAR SEATS

Members will need to provide their own car seats. Transportation will refuse to transport any child without the proper safety seat.



HOOSIER HEALTHWISE (HHW) PACKAGE A MEMBERS

FREE transportation services to:

- Doctor visits
- Dental and vision visits
- Pharmacy after a provider visit
- Behavioral Health appointments



HOOSIER CARE CONNECT (HCC) MEMBERS

FREE transportation services to:

- Doctor visits
- Dental and vision visits
- Pharmacy after a provider visit
- Behavioral Health appointments



HEALTHY INDIANA PLAN (HIP) STATE PLAN, MATERNITY PLAN MEMBERS

FREE transportation services to:

- Doctor visits
- Dental and vision visits
- Pharmacy after a provider visit
- Behavioral Health appointments

QUESTIONS? HAVE CONCERNS OR NEED TO FILE A COMPLAINT?

MHS is here to help. Call Member Services at 1-877-647-4848 or visit us online at mhsindiana.com.

