



UNLIMITED TRANSPORTATION SERVICES FOR MHS MEMBERS



NEED A RIDE?

MHS is proud to offer enhanced transportation services to our members. We want to make it easy to get the care you need.

Thank you for making MHS your choice for better healthcare.

QUESTIONS?

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

0123.MA.M.BR 8/22

Hoosier Healthwise

FREE unlimited transportation services to:

- Doctor visits
- Dental and vision visits
- Pharmacy after a provider visit
- Medicaid enrollment appointments
- WIC appointments
- MHS special events



Hoosier Care Connect

Hoosier Care Connect members have a copay for transportation services: \$1 one-way/\$2 round-trip

Unlimited transportation services to:

- Doctor visits
- Dental and vision visits
- Pharmacy after a provider visit
- Medicaid enrollment appointments
- WIC appointments
- MHS special events



HIP Members

FREE unlimited transportation services to:

- Doctor visits
- Dental and vision visits*
- Pharmacy after a provider visit
- Medicaid enrollment appointments
- WIC appointments
- MHS special events



*HIP Basic members do not get rides to dental and vision visits as those are not covered services. Be sure to POWER Up! to HIP Plus at re-enrollment to get these benefits.

When You Call

Please have the following information available when you call for a ride:

- You or your child's Medicaid ID or POWER Account 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

Calling for a Pickup After Your Appointment

- It may take from 15 minutes to one hour for a car to arrive after you call.
- Transportation can take you to a pharmacy on the way home from a doctor visit.
- 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.

Important Information

You may have up to a one-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, to pick up prescriptions after a covered medical appointment, or for renewing your HHW, HIP or Hoosier Care Connect coverage.

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

MHS offers reimbursement for gas and mileage under certain conditions. Please call MHS Member Services for more information about this option.

Additional Riders

For transportation to a scheduled medical appointment, you and only one companion 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

Please bring a car seat for your child. If you do not have a car seat, one can be provided for you. Let the representative know when you call. Transportation will not take any child without a proper safety seat.

How to Schedule Transportation

Call MHS Member Services to schedule a ride. After you go to the member prompt, say "transportation." You can speak to a live representative between 8 a.m. - 8 p.m. Monday through Friday. After hours and on weekends, you can leave a message. All messages are returned within 24 hours.

Please call at least two business days (48 hours) before your medical visit. Schedule your doctor appointment 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