

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. Thank you.

CONTACT INFORMATION

<p>Southeastrans (SET)</p> <p>Hours available Monday-Friday 8 a.m. – 6 p.m.</p>	<p>Indiana Facility Dispatch 888.882.6104</p> <p>Indiana FSSA Nursing Home Dispatch 888.822.6124</p> <p>Trip Leg ID# Request – FAX 317.642.0913</p> <p>Members: Schedule a Ride 1-855.325.7586</p> <p>Where's My Ride? 1.855.325.7586 Option 2</p> <p>Option 9 Spanish</p> <p>To add your e-mail address to receive updated information on NEMT, please go to: https://www.in.gov/medicaid/providers/479.htm</p>
<p>Online Reservations</p>	<p>https://member.southeastrans.com/ (Online Reservations)</p>
<p>Facilities</p>	<p>https://www.southeastrans.com/indiana-facilities/</p>
<p>When do I call?</p>	<p>Call two business days in advance.</p>
<p>Will I get a confirmation?</p>	<p>Southeastrans will confirm 24 hours prior to your ride.</p>
<p>What about emergency?</p>	<p>Call 911</p>
<p>FORMS</p>	<p>https://www.southeastrans.com/facilities/facility-forms/</p>
<p>Sign Up to be a Provider</p>	<p>https://www.in.gov/medicaid/providers/973.htm</p>
<p>Indiana Provider Relations</p>	<p>driveIN@southeastrans.com 1.317.613.0820</p> <p>5285 Lakeview Parkway South Drive Indianapolis, IN 46268</p>
<p>Indiana State Director</p>	<p>Karen Mullenix 317.613.0850</p> <p>kmullenix@southeastrans.com</p>
<p>Member Portal</p>	<p>http://www.southeastrans.com/download/64144/</p>
<p>What kind of appointments are eligible?</p>	<ul style="list-style-type: none"> • Any <u>non-emergency medical services</u> that are covered by Medicaid. This includes trips to the dentist, doctor, dialysis and others. • Medicaid will pay for 20 one-way trips per rolling 12-month period. • More trips may be provided if your doctor requests them and they are approved through Southeastrans.

What do I need when I call to schedule a ride?

- ✓ Member's ID, full name and date of birth, telephone number
- ✓ Pick-up address, including zip code **and** doctor or facility name, address, zip and telephone number
- ✓ Appointment date and time
- ✓ Any special transportation needs you may have (wheelchair, walker, vision-impaired, etc.) **and** emergency contact information.

SOUTHEASTRANS NEWS/COMMUNICATIONS GENERAL INFORMATION

IHCP Bulletins
IHCP News
IHCP Email Notifications

<https://www.in.gov/medicaid/providers/453.htm>

FSSA GENERAL INFORMATION

Indiana Family and
Social Services
Administration (FSSA)

402 W. Washington Street
Indianapolis, IN 46207 | 800.457.8283
<https://www.in.gov/fssa/ompp/5481.htm>

LEADINGAGE INDIANA CONTACT INFORMATION

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Becky Bartle, RN

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ACCESS ADDITIONAL INFORMATION [HERE](#).