

Medicaid Transportation: Package A & Package C (CHIP)

Many individuals who are covered by Medicaid need transportation assistance to attend medical appointments. This can be especially true when medical providers are not local for families. Medicaid provides some medically-related transportation services for members; however, the services and coverage will vary depending on which Medicaid plan that families are enrolled in. Note that children age 16 and under must be accompanied by an adult.

For individuals with Hoosier Healthwise (Package A and Package C/CHIP):

For individuals covered by Hoosier Healthwise Package A, transportation services are available through your Health Plan (Anthem, CareSource, MDwise, or MHS); however, transportation service coverage varies with each Health Plan provider. Some Health Plan providers offer free and unlimited transportation services, while others cover a limited number of rides per calendar year. You will need to read your Health Plan handbook or contact your Health Plan provider for specific information regarding your transportation coverage and how to schedule a ride. For every Health Plan, eligible transportation includes rides to doctor visits, dentist appointments, vision appointments, pharmacy visits after seeing your provider, WIC appointments, and more.

If you are unsure which Health Plan provider you selected, call the Hoosier Healthwise Member Services at 866-408-6131 for more information. If you know which Health Plan you are covered under, you can find more information about transportation benefits in your Health Plan handbook or by contacting your provider at:

Anthem: 1-866-408-6131 <https://mss.anthem.com/in/benefits/transportation-services.html>

CareSource: 1-844-607-2829 <https://www.caresource.com/in/providers/tools-resources/request-patient-services/medicaid/>

MDwise: 1-800-356-1204 <https://www.mdwise.org/for-members/hoosier-healthwise/benefits-and-services/ridewise>

MHS: 1-877-647-4848 <https://www.mhsindiana.com/members/medicaid/benefits-services/transportation.html>

Emergency transportation for individuals with Hoosier Healthwise Package A does not require prior authorization. If you need emergency transportation services, call 911.

For individuals covered by Hoosier Healthwise Package C (CHIP), emergency medical transportation is provided at a greatly reduced cost. If you need emergency transportation services, call 911. There are no other (non-emergency) transportation services covered under Package C (CHIP).

Programs and systems change often. It is important to ensure that you are using the most current information. This fact sheet was updated July 2021. Please check http://inf2f.org/fact_sheets for the most recent edition.

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If you have additional questions about Transportation Services and Hoosier Healthwise Medicaid, please contact your Medicaid Health Plan (Anthem, CareSource, MDwise, or MHS).

844-323-4636
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