

Medicaid Transportation: Family Members as Transportation Providers

If a Medicaid member requires frequent trips to and from the doctor's office or elsewhere for medical appointments and they have a friend or family member that drives them to appointments, the friend or family member may be eligible to enroll with Indiana Medicaid to receive gas mileage reimbursement.

For individuals covered under Hoosier Healthwise (Managed Care plan):

A friend or family member can enroll as a transportation provider through the Indiana Health Coverage Programs (IHCP) using the information below. Once the friend or family member is enrolled as a provider, then they can contact the individual's Health Plan (Anthem, CareSource, MDwise, or MHS) to verify coverage and find out the process for gas mileage reimbursement.

For individuals covered under Traditional Medicaid (i.e., waivers):

A friend or family member can enroll through IHCP using the information below. Once enrolled, gas mileage reimbursement will take place through Verida, Inc., who will provide the necessary instructions on how to have the ride(s) reimbursed.

To enroll as a transportation provider for any type of Medicaid:

Both the individual and the friend/family member providing services must complete and submit forms. These may be completed online (preferred) via the Provider Healthcare Portal or by mail. The Provider Healthcare Portal provides detailed instructions on the entire process for reimbursement: <https://www.in.gov/medicaid/providers/provider-enrollment/family-member-associate-transportation-providers/>.

The individual or family receiving Medicaid must complete the Medicaid Family Member or Associate Transportation Services Form (online or by mail) for each Medicaid recipient in the household that will be receiving transportation services:

<https://www.in.gov/medicaid/providers/files/Medicaid-Family-Member-Associate-Transportation-Form.pdf>.

The individual that will be providing transportation services must complete the IHCP Family Member/Associate Transportation Provider Enrollment and Profile Maintenance Packet, online or by mail. After the packet is submitted, the provider will be contacted by the transportation broker, who will provide instructions and assist the friend/family member in reimbursement: <https://www.in.gov/medicaid/providers/files/ihcp-family-member-associate-provider-enrollment-form.pdf>.

For more information on Medicaid Transportation, visit INF2F's [Fact Sheets](#):

- Medicaid Transportation: Package A and Package C (CHIP)
- Medicaid Transportation: Traditional Medicaid (Waivers)

If you have any other questions about enrolling as a transportation provider, families with Hoosier Healthwise can contact their Health Plan (Anthem, CareSource, MDwise, or MHS). Families with Traditional Medicaid (waivers) can contact Verida, Inc. at 1-855-325-7586.

Programs and systems change often. It is important to ensure that you are using the most current information. This fact sheet was updated June 2023. Please check <https://www.inf2f.org/fact-sheets.html> for the most recent edition.

This fact sheet was supported by the Health Resources and Services Administration (HRSA) of the U.S. Department of Health and Human Services (HHS) as part of an award totaling \$93,175 with 87% percent financed with non-governmental sources. The contents are those of INF2F and do not necessarily represent the official views of, nor an endorsement, by HRSA, HHS, or the U.S. Government. For more information, please visit [HRSA.gov](https://www.hrsa.gov).

To learn more about these and other programs, contact Indiana Family to Family. We will assist you as you navigate health care systems and services, especially those available to individuals with special health care needs.

844-323-4636
[inf2f.org](https://www.inf2f.org)