

## 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 Managed Care plans**

For individuals covered under Hoosier Healthwise, 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**

For individuals covered under Traditional Medicaid, the friend or family member can enroll through IHCP using the information below. Once enrolled, gas mileage reimbursement will take place through Southeastrans, Inc. Southeastrans 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 as a transportation provider.

The individual or family receiving Medicaid must complete the [Medicaid Family Member or Associate Transportation Services Form](#). This form must be completed (online or by mail) and submitted for each Medicaid recipient in the household that will be receiving transportation services through the friend or family member.

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 provider enrollment is completed, the provider will be contacted by the transportation broker that will assist them in reimbursing their gas mileage. The transportation broker will provide all the necessary instructions for reimbursement.

If you have any 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 can contact Southeastrans at [INGR@southeastrans.com](mailto:INGR@southeastrans.com) or phone 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 July 2022. Please check <https://www.inf2f.org/fact-sheets.html> for the most recent edition.

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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.

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[inf2f.org](http://inf2f.org)