

Non-Emergency Medical Transportation

Members in all of our HIP and HHW Package A programs have ride benefits, including an option for mileage reimbursement. All HIP and HHW Package A members can access an unlimited number of non-emergency rides for covered health care visits throughout the year, without the need for prior authorizations. Additionally, HIP and HHW Package A members have access to non-emergency transportation.



Friends and family can be reimbursed for giving you a ride. You must enroll with Indiana Health Coverage Programs (IHCP) first at www.in.gov/medicaid/members/540.htm and the forms are on the website. Once the forms are complete contact CareSource to schedule the trip.

Request your ride at least two business days before your visit. You may call as soon as 30 days before the visit to ask for a ride (45–90 days for standing orders). Rides for an urgent visit may be given only if a driver is available. The provider will need to verify that the visit is urgent.

You will need to give this information when you request a ride:

- Where you need to be picked up.
- Your appointment location and name.
- Any special needs you have. This includes a wheelchair, wheelchair size and weight, oxygen or if you need help getting in or out of the provider's office.
- You must also set up a ride for your escort if you have one.

You should only request a ride if you have no other way to get there. If you have other ways to get to your provider, you must use these first.

You may be asked to use public transit if your trip is along a public transportation route. You will get passes to cover the costs. If you cannot take public transportation, call Member Services for a Public Transportation Restriction Form. You and your provider can explain why you cannot use public transit on the form.

If you feel a driver is breaking the law in any way or you are in danger, call the police. Call Member Services to report what happened once you reach your stop safely.

Making Your Ride a Success

There are a number of things for you to know or do to make your ride a success.

- If you cannot keep your appointment or if it changes, call Member Services as soon as possible.
- Be ready when the driver gets there at your scheduled pick up time. The driver can wait for only 10 minutes. After 10 minutes, they will leave and this will count as a “no-show”.
- You may need to share a ride with others.
- You must wear a safety belt.
- Verbal or physical abuse, not following the driver's instructions or violating rules may prevent you from getting rides in the future.
- You cannot smoke or vape in the vehicle.
- Do not eat or drink during the ride.
- Do not take part in any illegal activity or be intoxicated.

If you have scheduled a return trip, call Member Services when your appointment has ended. The driver has one hour to return and pick you up. Please call the Member Services number on the back of your member ID card if you have any questions.


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