

## Member Frequently Asked Questions

Question	Answer
<b>What is Non-Emergency Medical Transportation (NEMT)?</b>	NEMT is a service provided to eligible members who require transportation assistance to covered healthcare services and have no other means of transportation.
<b>How do I apply for NEMT?</b>	In Indiana, contact your local Family and Social Services Administration (FSSA) office to apply for Medicaid or to find out more about NEMT.
<b>How is transportation determined?</b>	WellTrans arranges transportation for eligible members residing in the state of Indiana. Please call the WellTrans Toll-Free Reservation Line at 1-844-772-6632 or TTY 1-888-238-9816 to confirm eligibility and/or to schedule transportation.
<b>When scheduling transportation, how much advanced notice is required?</b>	To schedule transportation, you should book at least three (3) calendar days in advance of your appointment date. As an added convenience, you may book up to 30 calendar days in advance.
<b>Am I allowed to schedule transportation to and from non-medical appointments?</b>	You can only schedule transportation to and from services approved by your health plan.
<b>What type of information is required to schedule transportation to an appointment?</b>	<ul style="list-style-type: none"> <li>• Your full name, phone number, address, date of birth, and county of residence</li> <li>• Your ID number as it appears on your Medicaid insurance card and date of birth</li> <li>• Specify any special needs (for example, oxygen, escort, over-sized wheelchair, service animal) when you schedule the appointment</li> <li>• An emergency contact's name and phone number</li> <li>• Destination information including address, phone number, doctor's name, type of appointment, and name of the medical facility</li> <li>• Your mobility status (walking, wheelchair, stretcher)</li> <li>• Your room number (for stretcher only)</li> </ul>
<b>Does WellTrans provide private transportation to and from appointments?</b>	WellTrans offers public transportation and fuel/gas reimbursement options as an alternative to our shared ride services. When scheduled for transportation through our shared-ride services, you may ride with other passengers picked up at or near your pick-up location.
<b>Are there limits as to how far I can travel to and from an appointment?</b>	Transportation is available to services in your home community. Travel outside your home community is available only when those specialized services are not available within your home community.
<b>Am I allowed to bring shopping bags into the vehicle?</b>	You are allowed to bring one bag into the vehicle, and the bag must fit in your lap.
<b>Am I allowed to take a friend or family member to appointments?</b>	If there is a medical need for an escort, you may bring a friend or family member to escort you to your appointment. You must let us

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	<p>know at the time of scheduling if you require an escort and provide WellTrans with the name of the person who is coming with you. Your escort must be present at the pick-up point and remain with you throughout the trip.</p>
<p><b>Am I allowed to take a pet to appointments?</b></p>	<p>Only trained service animals are allowed to travel with you to and from appointments. If you have a medical need for a trained service animal, please let us know at the time of scheduling that your service animal will be accompanying you throughout your trip.</p>
<p><b>How do I file a complaint?</b></p>	<p>Members may file complaints verbally or in writing. Member complaints can be filed by:</p> <ul style="list-style-type: none"> <li>• Calling WellTrans Toll-Free Reservation Line at 1-844-772-6632 or TTY 1-888-238-9816.</li> <li>• Submitting the issue through the "File a Complaint" tab on our webpage (allows for anonymous reporting).</li> <li>• Emailing <a href="mailto:complaints@welltransnemt.com">complaints@welltransnemt.com</a>.</li> <li>• E-faxing 317-819-0145.</li> <li>• Suspected instances of fraud, waste, or abuse can also be called to 1-866-982-3983 or emailed to <a href="mailto:SIU@welltransnemt.com">SIU@welltransnemt.com</a>.</li> </ul> <p>All WellTrans team members are trained to process or forward complaints appropriately if we receive a written complaint in another format. Members, Transportation Providers, Medical providers, and others may initiate the process to file a complaint with WellTrans.</p>