



Transportation

IHCP 2018
Annual Seminar


CareSource[®]

Contact Numbers for Transportation

LCP Contact Numbers

LCP Reservations	844-607-2829
LCP Hearing Impaired (TTY)	800-743-3333 or 711
Direct Dial LCP Reservations	317-291-9318
Direct Dial Ride Assistance	800-508-7230



Hours and Days of Customer Service Operation

Routine Reservations	Monday through Friday, 8 a.m. to 8 p.m. (EST) Routine reservations are not accepted Saturday or Sunday.
Ride Assistance (Where's My Ride) & Hospital Discharges	24/7/365
Urgent & Discharges	Calls for urgent and discharges are accepted on national holidays (New Year's Day, Memorial Day, 4 th of July, Labor Day, Thanksgiving and Christmas), despite CareSource Customer Service being closed.

Requesting & Receiving Transportation

Who can request transportation?

- Members
 - Must be at least 18 years of age, unless they are pregnant or an emancipated minor
- CareSource Care Manager, Life Coach or other plan representative
- Health Partners

What information is needed to request transportation?

- Medicaid ID and all available information about the date/time of the appointment including doctor/facility name, phone number and reason for the visit.

Who can receive transportation?

- Member that must be at least 18 years of age to travel alone, unless they are pregnant, an emancipated minor or have a signed waiver form on file indicating a parent has approved their transportation.
- If the member is a single caregiver with more than one minor child in his/her care, CareSource authorizes LCP to transport the additional minor children.
- CareSource authorizes transport of both parents/guardians.





Advance Notice

Routine Medical Appointments

- Routine trips must be requested at least 48 hours (2 business days) in advance.
- Trips are accepted no more than 45 days prior to an appointment.
- Members receive a confirmation number.

Urgent / Same-day Medical Appointments

- Same-day trip requests are accepted when a member must be seen that day, cannot wait for the standard timeframe, and did not already have a scheduled appointment they forgot about.

Pick Up Timeframes

Picks ups prior to appointments:

- For standard local trips, LCP provides a one (1) hour to be ready time for member pickup
- For trips less than fifty (50) miles, LCP has two (2) hours to pick members up for:
 - Urgent hospital discharges
 - ER discharges
 - Urgent care discharges
 - Same day urgent provider appointments
- For trips more than fifty (50) miles, LCP has four (4) hours to pick members up for:
 - Urgent hospital discharges
 - ER discharges
 - Urgent care discharges
 - Same day urgent provider appointments

Return trips

- LCP has one (1) hour to pick up members for local and rural trips after the member has called for their return pickup.



Trip Limitations for Hoosier Healthwise & Healthy Indiana Plan

- Unlimited transportation* to medical appointments, pharmacy (after an appointment), Division of Family Resources, any CareSource-sponsored event (e.g. Consumer Council meetings or health fairs) and Life Services/JobConnect-approved and scheduled trips.
 - Trips greater than 30 miles one-way require verification of the appointment with the facility.
- Prior authorization is required for any trip over 50 miles in distance with the exception of:
 - Hospital-related trips
 - Paralift trips
 - Nursing home trips
 - Methadone treatment
 - Dialysis

**Refer to HIP Basic and HHW C benefit policy*



Trip Limitations (continued)

- WIC and redetermination trips are allowed.
- HIP Basic members are not eligible for transportation to dental, vision or chiropractic appointments as these are not covered services for the HIP Basic plan.
- HHW package C members are eligible for transportation between facilities as scheduled by the provider with a \$10 copay only.





Modes of Transportation

- Mass transit, i.e. bus pass
- Ambulatory, i.e. sedan, van, taxi
- Wheelchair lift-equipped vehicle
- Bariatric capable vehicles and/or stretcher

Mass Transit

CareSource covers public transportation if mass transit is both available and appropriate:

- Public transportation is available to and from appointment
- The distance between the member's residence and the medical appointment is no more than half a mile from the member's pick up and drop off location
- Member is ambulatory



Car Seats

- Car seats are required, by law, for children ages zero to four years of age.
- Members are required to bring all necessary wheelchairs, child safety seats and any other durable medical equipment (DME) to/from the appointment.
- LCP provides booster seats for children four to eight years of age and weighing 40 to 80 pounds.



Contact Information

LCP

Contracting

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Concerns

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Thank you!

