



WellTrans - NEMT Benefit Overview/Provider Credentialing

2026 IHCP Works Annual
Seminar
October 6 - 8, 2026

Agenda

- Trip Scheduling
 - Trip Reasons
 - Urgent Trips
 - Pharmacy
 - Excluded Trips
 - Access/Mobility
 - Unaccompanied Minors/Additional Riders
 - Complaints and Grievances
 - Demonstration
- Provider Credentialing
 - How to Apply to WellTrans
 - Credentialing Timeframe
 - Indiana Health Coverage Programs (IHCP) Enrollment
 - Overall Timelines
- Questions



Trip Scheduling

- Members can call into the Member Call Center at 844-607-2829 to schedule transportation up to 2 business days in advance for non-urgent trips.
- For confirmed urgent appointments, members can call in same day and be transported within 3 hours.
- Members may request transportation to the grocery store same day but will also be transported within 3 hours.
- Members who attend routine appointments to the same facility, the same days and times may schedule a "repeat" or subscription to have all trips booked at the same time for 45 days out. This is mainly used for applied behavior analysis (ABA) therapy appointments, opioid treatment, and dialysis.

Trip Reasons

- Members are allowed to travel to the grocery store, the pharmacy, or an IHCP-attested facility to be seen.
- Work trips are allowed if a CareSource Case Manager calls in to give approval for work trips.
- Trips that are not covered include, emergency services, or court ordered appointments unless, approved by a Case Manager.

Urgent Trips

- Hospital Admission/Discharge
- Urgent Care/Open Door Facility
- High Risk Pregnancy
- Wound Clinic
- Dialysis
- Chemo/Radiation
- Respite Care for Children 0-9 months
- Follow-up appointment from surgery or hospital discharge
- Confirmed Physician Urgency



Pharmacy Trips

- Members may add a same-day pharmacy stop to an existing trip after completing their scheduled doctor's appointment.
- Members may schedule a standalone pharmacy trip for prescription pickup and be transported within three hours of the request.

Excluded Trips

- Acupuncture
- Adult Day Care
- Art Therapy
- Child Day Care
- Community Psych Rehabilitation
- Education/Training
- Extended Pediatric Center
- Fitness Center
- Hospice Transport
- Hospital to Hospital
- Isolation Therapy
- Music Therapy
- Orthodontic Services
- Pet Therapy
- Senior Center
- Vocational Rehabilitation

Access/Mobility

- When scheduling, each member is asked if they are traveling with mobility aids, such as a cane, walker, oxygen tank, service animal, or wheelchair.
- If a member is in a wheelchair that is not transferrable, we ask for dimensions to ensure we send a vehicle compatible with the member's lift and size, if applicable.
- We offer door-to-door service to assist the member with carrying items to the vehicle, however, if a member is needing physical assistance, we require the member to travel with an escort.

Unaccompanied Minors/Additional Riders

- If the member is a minor but are pregnant or are already a parent, per Indiana State rules, they can call to schedule their own transportation and travel unaccompanied.
- Any minor ages 16 or older may schedule and travel unaccompanied per Indiana State rules.
- Minors who are not a parent or expecting, and under the age of 16, must have an accompanied adult (18+) riding along.
- Any adult member who require assistance to and from the vehicle must have an attendant or escort present.
- An adult member or minor member with children may have the children ride along.
- If the member is a minor, they may have up to two adult guardians accompany them on the trip.
 - Minor siblings may ride as long as we can accommodate the family.



Complaints and Grievances

- All complaints and grievances are handled utilizing a “no wrong door” policy.
 - If a member contacts WellTrans instead of CareSource, WellTrans will gather the necessary information and send it to CareSource.
- All formal complaints sent to WellTrans by CareSource are reviewed and responded to within 48 business hours.
- Complaints are reviewed Monday-Friday from 8 a.m. - 5 p.m. EST



WellTrans Trip Scheduling Presentation

At this time, we will watch as the WellTrans team schedules a mock call. Please feel free to ask questions along the way.



WellTrans Provider Credentialing



Provider Credentialing: How to Apply to WellTrans

- Traditionally, our provider relations team takes a proactive approach to targeting providers in needed areas.
- Providers may also reach out to us directly to apply to be in our network by reaching out via one of the methods below:
 - www.welltransnemt.com
 - Call Adam Kloss, Provider Relations Manager at (317) 435-0830
 - info@welltransnemt.com

Provider Credentialing: Credentialing Timeframe

- Depending on how quickly the provider completes the application package and provides all required documentation, the credentialing process can range from 7-21 calendar days.
- Included in that timeframe is the vehicle inspection process.
- Not included in that timeframe is IHCP enrollment, which is a prerequisite to becoming a provider with WellTrans.



Provider Credentialing: IHCP Enrollment

- This responsibility falls on the provider to complete.
- WellTrans is available to direct the provider as to the steps needed to get enrolled with Indiana Medicaid, but the provider will need to execute the steps.

Provider Credentialing: Timelines

- Once a new provider reaches out to us, we will send an introductory email within one business day.
- If the provider is already enrolled with Indiana Medicaid, we can begin the credentialing process immediately.
- If the provider is not enrolled with Indiana Medicaid, that process can take from 1-3 months. Once completed, we can begin the credentialing process.
- Once a provider is fully compliant (all documentation completed), the typical turnaround time is 2-3 weeks.



Questions?

Evaluation QR Code

