

# IHCP *bulletin*

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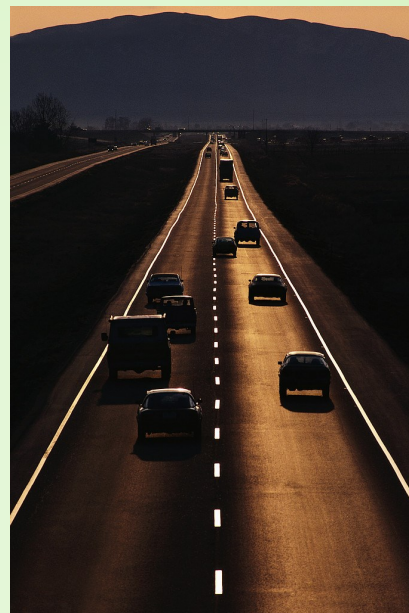
## FSSA selects vendor to serve as the nonemergency medical transportation broker

The Indiana Family and Social Services Administration (FSSA) recently conducted a competitive procurement for a vendor to broker nonemergency medical transportation (NEMT) services for Indiana Health Coverage Programs (IHCP) members served through the fee-for-service (FFS) delivery system. As a result of the procurement process, the FSSA has contracted with Southeastrans Inc. to provide these services.

Southeastrans will ensure provision of medically necessary nonemergency transportation to eligible members through a statewide network of qualified transportation providers, including common carriers (ambulatory and nonambulatory), taxi, and bus. Transportation provided by family members enrolled as IHCP transportation providers and providers transporting members for waiver services under home and community-based services (HCBS) waiver programs will not be brokered through the NEMT contractor. HCBS waiver members will, however, access medically necessary nonemergency transportation for nonwaiver service through Southeastrans.

Southeastrans will operate a call center with a toll-free, statewide telephone number for scheduling NEMT services and answering related member and provider inquiries. Transportation providers interested in contracting with Southeastrans to be part of their NEMT network can contact them via email at [kmullenix@southeastrans.com](mailto:kmullenix@southeastrans.com) for more information.

Southeastrans is currently working with the FSSA to finalize implementation details and time frames. Upcoming provider workshops around the state will include a session on the new NEMT broker, including high-level information about operational plans. See the [Spring 2018 IHCP Provider Workshops](#) web page at [indianamedicaid.com](http://indianamedicaid.com) to register for a workshop in your area. Watch for more detailed information about implementing NEMT broker services in future IHCP publications.



### QUESTIONS?

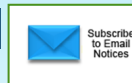
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