



This is to inform everyone on changes with

Transportation Services

Dear Clients and Families,

Be advised that healthcare had a waiver in place for transportation allowing caregivers to assist with the transporting their clients to appointments these include **MEDICAL** appointments, appointments at hospitals, therapy appointments, etc. We no longer can transport to Medical appointments. Your Case Managers, who manages your Medicaid Wavier, have instructed that we move to having those medical appointments made with a Transportation Service. This will affect **MEDICAL APPOINTMENTS ONLY**. We are informing you of options for these transportation needs. Below are options for setting up medical appointments for transportation:

transportation to Dr. appt. with clients, This letter is going to be mailed out to our clients.

ShelbyGo

2120 Intelliplex Drive, Suite 101

Shelbyville, Indiana 46176

317-398-0127

They transport within Shelby County as their local senior transportation service.

Southeastrans, Inc.

855-325-7588

Southeastrans is the Indiana Health Coverage Program's non-emergency medical transportation broker for Traditional (fee-for-service) Medicaid members who require assistance traveling to their covered health care services. Southeastrans contracts with independent transportation providers to deliver a range of transportation services including ambulatory and wheelchair transport services. Members enrolled in Indiana's Traditional Medicaid program can call Southeastrans' customer service at 855-325-7588 to arrange non-emergency medical transportation to covered medical services. Members should call at least two business days in advance of the appointment date. Appointments can be scheduled up to 30 days in advance.

Also, these appointments **do not** include beauty shop, grocery store, or other non-medical transportation needs. If there are any questions, please contact the office. We will be glad to assist you.

Sincerely,

Buffy Powers, Marketing Director/Case Management, Infinity Home Care Plus, Inc.