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# Indiana Fee for Service Medicaid Members About Non-Emergency Medical Transportation (NEMT)

NEMT services are provided to Indiana Fee For Service Medicaid members who require transportation assistance to Medicaid-billable healthcare appointments and have no other means of transportation. Verida arranges transportation for all Indiana Fee For Service Medicaid members residing in Indiana. Call Verida to arrange NEMT to covered medical services at least two (2) business days in advance of the appointment date. You can schedule up to 30 days in advance. To schedule, change, or cancel transportation use the numbers provided below.

## INFO AT A GLANCE

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**BOOK YOUR  
TRIP ONLINE**

*Click here to access the member portal*

Important information at your fingertips

### Transportation:

1-855-325-7586 (#1)  
Hearing Impaired (TTY): 711 (IN Relay Service)

### Where's My Ride:

1-855-325-7586 (#2)

### Spanish:

1-855-325-7586 (#9)

### Hours of Operation:

8:00 am – 6:00 pm EST, M-F

### Urgent Care Trips:

Available 24/7

### Member Guide (ENG & ESP):

Click here to download the NEMT Member Guide.

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### WATCH VIDEO ON MEMBER PORTAL

*Learn how the member portal works*



### GAS REIMBURSEMENT PROGRAM

*Click here to learn more.*



### GET YOUR BUS PASS FREE

*Click here to get details*

## Where's My Ride?

Call our toll-free Where's My Ride line at 1-855-325-7586 (option 2) if you have waited more than 15 minutes after your scheduled pick-up time.

## Quality Assurance

If you need to share feedback with us, call our Quality Assurance Line. The voicemail is monitored and a representative will follow up with you within 24 hours. Dial 1-888-833-4154.



### SUBMIT A COMPLIMENT

*Click here for a fillable form.*



### FILE A COMPLAINT

*Click here for a fillable form.*



## Michael Hanner

Indiana State Director  
mhanner@verida.com

### Making Transportation Arrangements

When scheduling transportation, please have the following information ready for the Customer Service Representative when calling:

- Member's full name, phone number, address, date of birth, and county of residence
- Member's Medicaid number as it appears on the Medicaid card, or member's name and date of birth
- Specify any special needs (oxygen, escort) when scheduling the appointment

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## FAQS

What is Non-Emergency Medical Transportation (NEMT)?	+
How do I apply for Non-Emergency Medical Transportation?	+
How is transportation determined?	+
Does Verida provide private transportation to appointments?	+
Are there limits to how far I can travel to and from a medical appointment?	+
Am I allowed to bring shopping bags on the vehicle?	+
Am I allowed to take a friend or family member to appointments?	+
When scheduling transportation, how much advanced notice is required?	+
Am I allowed to schedule transportation to and from non-medical appointments?	+
What type of information is required to schedule	+

- An emergency contact's name and phone number
- Destination information – address, phone number, doctor's name, type of appointment, and name of the medical facility
- Member's mobility status (walking, wheelchair)
- For our Wheelchair members, please have your chair dimensions available (approximate weight and width). This information will be required for successful securement of your transportation.

transportation to an appointment?

When is Prior Authorization Required for transportation?



## Need Information in Alternative Formats?

If you need information in alternative formats like braille, large font letters, audiotape, prevalent languages, or verbal explanation of written materials, please contact customer service at 1-855-325-7586.

## INDIANA SERVICE AREAS



Click here for a map of the current service areas for Indiana.

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## Verida

Offering the highest levels of service and consumer ease in the industry. We join technology and smart business practices to offer a new standard in non-emergency medical transportation.

### Resources

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[Our Services](#)

[Careers](#)

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### Let's Connect

**Verida, Inc.**

843 Dallas Highway

Villa Rica, Georgia

30180



Office: 678-510-4600

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Select Language

#### TRANSLATION GUIDE:

Español | العربية | كوردی | 繁體中文 | Tiếng Việt | 한국어 | Français | አማርኛ | ગુજરાતી | မာဏာဝါဝ | Deutsch | Tagalog | हिंदी | Srpsko-hrvatski |  
Русский | नेपाली | فارسی | Pilipino | Kreola | Aleman |

[Notice of Privacy Practices \(NPP\)](#). Please click here to view and download.