



Transportation Benefits and Services

Humana Healthy Horizons Indiana PathWays for Aging
2026 IHCP Works Annual Seminar

INHMTR6EN

Humana
Healthy Horizons®

 **PathWays** FOR AGING



Agenda

01 | Introduction

02 | Transportation Options

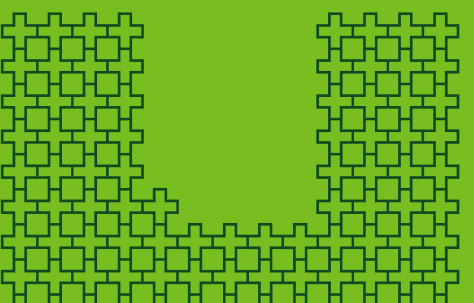
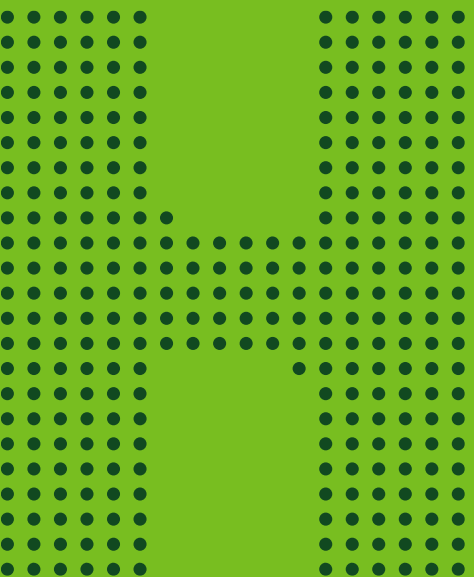
04 | Non-Emergency Medical Transportation

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06 | Non-Medical Transportation

07 | Grievances and Appeals

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Humana Healthy Horizons in Indiana PathWays for Aging Long-Term Services and Supports/Home and Community-Based Services Provider Representatives Map

Region 1

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Region 2

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Region 3

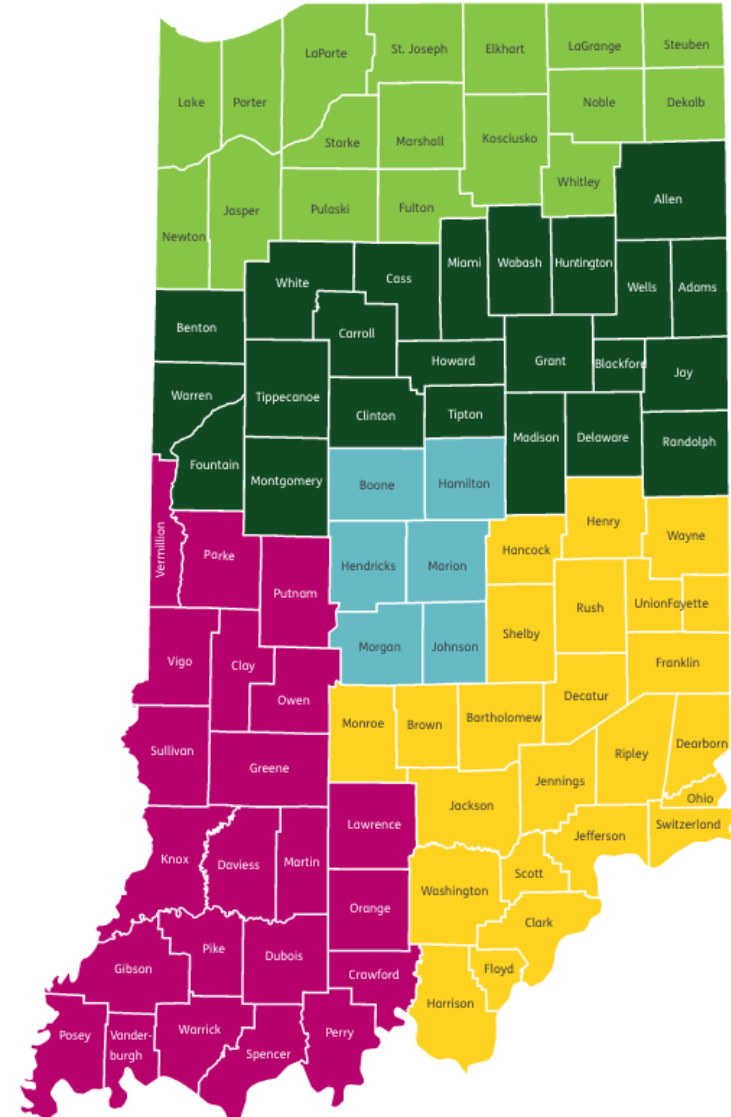
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Region 4

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Humana Healthy Horizons in Indiana PathWays for Aging
Long-Term Services and Supports/Home and
Community-Based Services Provider Representatives Map

Skilled Nursing Facilities

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Hospice

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Assisted Living

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Humana Healthy Horizons in Indiana Behavioral Health, Physical Health and Nursing Facility Provider Representatives Map for Indiana PathWays for Aging

Region 1

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Region 2

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Region 3

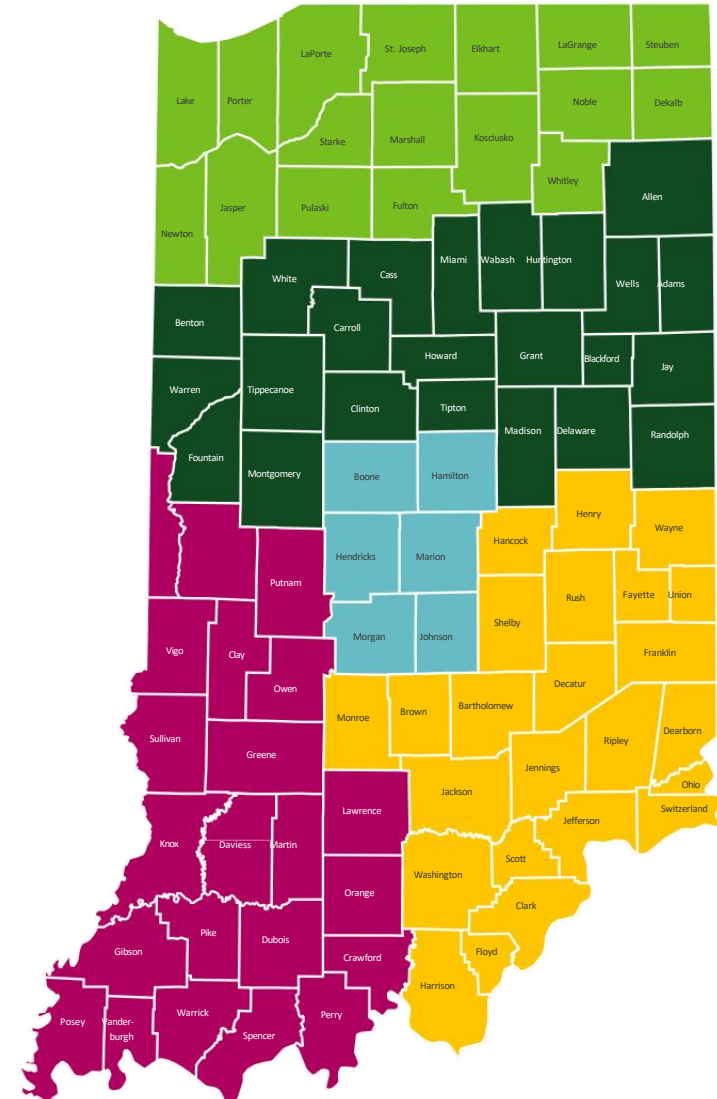
INMedicaidProviderRelations T3@humana.com
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Hannah Lummis - (463) 324-6074

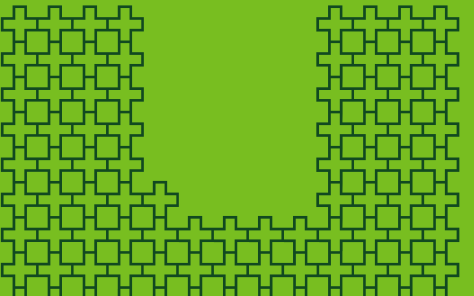
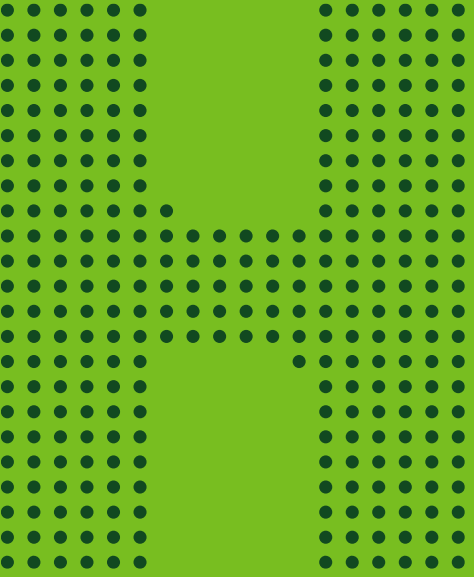
Region 4

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Mychelle Christian - (812) 204-9285

Region 5

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Transportation Options

Non-Emergency Medical Transportation (NEMT)

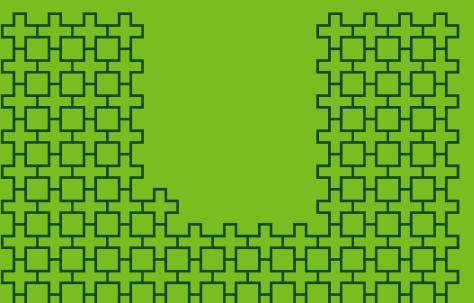
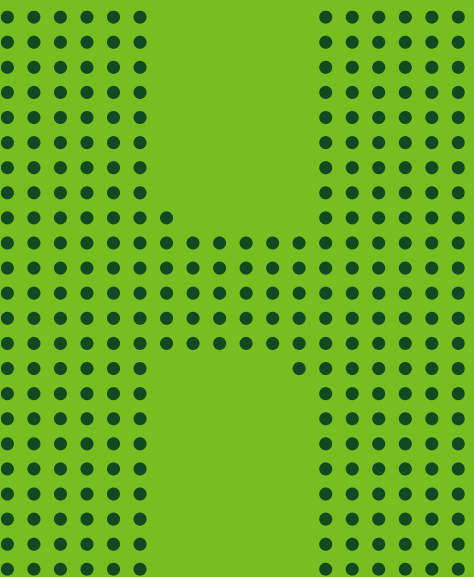
- Pre-scheduled and non-urgent assistance to and from medical appointments.

Non-Medical Transportation

- For our Medicaid members who do not have an HCBS waiver service we offer an enhanced benefit which enables participants to have transportation for other nonmedical community services, activities and resources.

Emergency Transportation

- Non-advanced notice assistance provided by ground or air ambulance when needs are immediate.



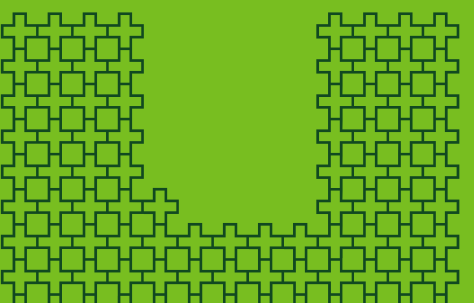
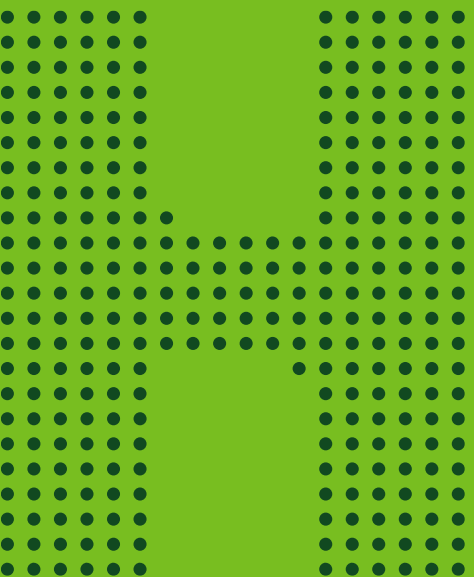
Non-Emergency Medical Transportation

NEMT Services

Non-Emergency Medical Transportation services provided by Humana Healthy Horizons in Indiana help access any covered non-emergency medical service, as well as support pharmacy and durable medical supply pick-ups and transport related to hospital discharges.

These services are intended to assist members in accessing care due to a lack of transportation or insufficient resources to cover travel expenses.





LCP Transportation and CareCar

Medicare and Medicaid Broker

Ride Benefits

Your member's Humana Healthy Horizons in Indiana plan includes ride benefits.

Humana partners with LCP Transportation to provide rides for members to:

- Doctor, pharmacy, or healthcare visits
- Urgent and recurring visits

Your member's ride type will be based on their needs:

- An independent or volunteer driver picking them up
- Mileage reimbursement for a friend or family member
- A ticket for public transit
- A taxi



How can our members set up a Ride?

The member can call **800-936-2794 (TTY: 711)** or visit lcptransportation.com to set up a ride or apply for mileage reimbursement. Rides can be arranged 24 hours a day, 7 days a week, 365 days a year. Make sure your member sets up their ride at least 2 business days ahead of time.

Standard visits can be set up 30 days ahead of time.

Recurring visits, like for dialysis treatments, can be set up 90 days ahead of time.

Please have this info on hand when calling for a ride:

- Member's Medicaid ID number
- Member's name and address of medical providers
- Member's appointment day and time

What to expect from LCP Transportation:

- Polite drivers
- Professional service
- On-time pickups
- Privacy regarding your personal and medical information

Joining LCP's Network

Providers interested in joining LCP's network can do so by completing the online application here: [Transportation Provider Network | LCP Transportation](#)

For any questions, LCP can also be contacted via email at vendorsupport@lcptransportation.com or by contacting Duane VanDeVanter directly at duane.vandevanter@lcptransportation.com

Registered providers can view LCP's online portal to access their vendor accounts, retrieve schedules, invoices, and more.

Joining LCP's Network Continued

New Vendor Credentialing Checklist

☐	IHCP Enrollment Letter and IHCP Provider Profile
☐	Non-Emergency Medical Transportation (NEMT) Agreement (Initialed and signed) will send
☐	Acord Certificate of Liability Insurance: LCP Transportation, LLC. listed as additional insured. (LCP Transportation LLC. 4310 Guion Road Indianapolis, IN 46236) – In the Description of Operations / Locations / Vehicles box, you must include the following: "LCP Transportation, LLC. is named as an additional insured. Thirty (30) day notice of cancellation will be given for any reason including non-payment of premiums."
☐	Workers Compensation Clearance Certificate (if not covered on insurance)
☐	Transportation Authority Certificate/Certificate of Convenience & Necessity/ or Taxi License
☐	Vendor Profile Sheet
☐	Driver & Vehicle logs (Required: Registration and proof of insurance for each vehicle)
☐	Vehicle Inspections (Self-inspections per detailed checklist with video documentation. Covered by separate process)
☐	Disclosure of Ownership
☐	W9
☐	Direct Deposit Form
☐	E-Verify Case Report (For all drivers and employees)
☐	OIG/SAM report for every employee (For all employees and drivers)
☐	Background Reports, drug, Motor Vehicle Report, Copy of Driver's License (Owners, Drivers) - National Criminal Background Check - must be less than 6 months old. (We recommend Occuscreen) - 10-panel Drug Screen - must be less than 6 months old - Motor Vehicle Report (MVR) - must be less than 6 months old - Provide a copy of the Driver's License.
☐	HIPPA, FWA, CLAS, Business Ethics, Information Management Confidentiality Policy, and Code of Conduct for every employee (All employees and drivers)
☐	First Aid and CPR Certification for every driver
☐	PASS (Passenger Assistance Safety and Sensitivity). This can be obtained through Community Transportation Association of America (CTAA). For every employee (All employees and drivers)
☐	Wheelchair Securement Training (Drivers only) 2-day PASS training or Q'Straint training
☐	Sex Offender Registry- Can be part of the background check as a separate line check.
☐	

Medicaid Transportation Broker - LCP Transportation

- LCP will not transport members in a skilled nursing facility, community transportation, adult day services centers, and Advanced Life Support/Basic Life Support ambulance transportation.
- LCP Transportation website: <https://www.lcptransportation.com/>
- Enrollment for family members or associate drivers:
<https://www.in.gov/medicaid/providers/provider-enrollment/family-memberassociate-transportation-providers/>

Medicare Transportation Broker - CareCar Transportation

Transportation for Dual Eligible Special Needs Plan (DSNP) members:

CareCar can help get you where you need to be. CareCar is the transportation vendor that handles routine medical transportation for Humana members eligible for Medicare plans.

Depending on your location and condition, you may be able to set up a ride by:

- Car, van, taxi
- Wheelchair-accessible vehicle

CareCar Scheduling a Ride



LET'S SCHEDULE YOUR RIDE!

If this is a medical emergency, please call 911
immediately

If your appointment is less than 24 hours away,
please schedule via phone (844) 743 4344

Note: Takes approximately 2 min

BACK

START

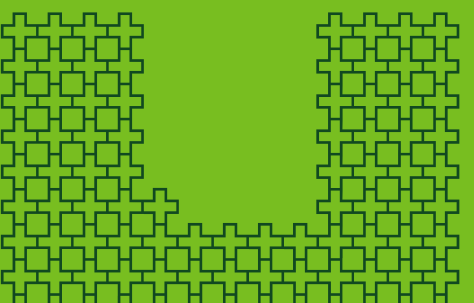
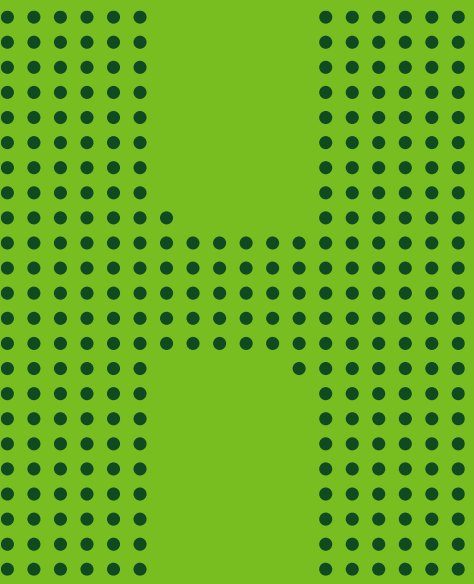
On the “Let’s Schedule Your Ride Screen,” there is a notice regarding emergencies as well as appointments that need to be scheduled less than 24 hours in advance. The CareCar phone number is provided; however, please utilize the Humana direct line at 888-888-3340 (TTY: 711). Click the Start button.

<https://www.getcarecar.com> – to schedule trips online



Who can ride with CareCar?

- Eligible members include people age 60 and up in Indiana.
- Humana Dual Eligible Special Needs Plan (DSNP) members enjoy unlimited NEMT coverage.
- Some Medicare trips have mileage limits. If the limit for these trips is exhausted, DSNP members would then use the Medicaid broker.
- The transportation broker for Medicare members is CareCar.

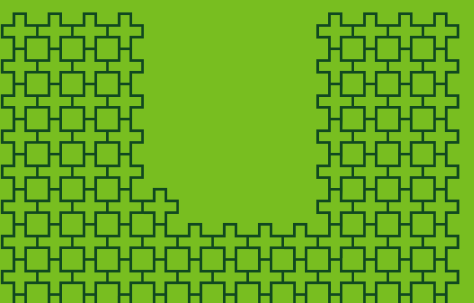
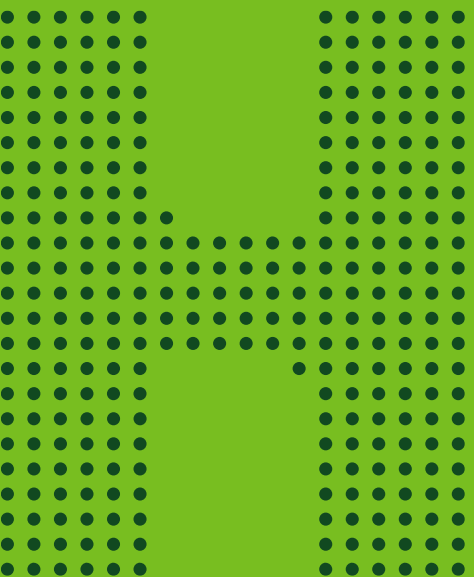


Non-Medical Transportation

- Some allowable activities for Waiver Transportation:
 - Adult Day Services
 - Community centers or senior centers
 - Volunteer work or employment
 - Grocery stores, pharmacies and other essential errands
 - Social outings, such as visiting friends or family, attending religious services, or participating in community events
- Some non-allowed activities for waiver transportation:
 - Medical emergencies
 - Doctors appointments

- Level 1 – Non-assisted Transportation: The participant does not require mechanical assistance to transfer in and out of the vehicle.
- Level 2 – Assisted Transportation: The participant requires mechanical assistance to transfer into and out of the vehicle.
- Adult Day Service Transportation: The participant requires round-trip transportation to access Adult Day Services.

- Transportation must be approved in the member's service plan.
- Transportation providers should use the appropriate codes and modifiers for reimbursement for both base trips and mileage.
- Providers who wish to render transportation, must be certified with the IHCP as a waiver transportation provider and have this reflected in their IHCP enrollment prior to contracting with Humana
 - Providers interested in contracting can begin that process by emailing LTSSContracting@humana.com.
- If assistance is needed, please contact your dedicated Provider Engagement Representative or email INMedicaidProvideRrelations@humana.com.



Grievances and Appeals



Grievances:

A grievance is a formal complaint or dispute expressing dissatisfaction with any aspect of the operations, activities, or behavior of Humana or its providers.



Appeals:

If you have questions or concerns about an adverse benefit determination, you can file an appeal with Humana. You can file an appeal in writing, by calling Member Services at **866-274-5888 (TTY: 711)**, Monday – Friday, 8 a.m. – 8 p.m., Eastern time, or by completing your appeal online.



To file a grievance online, visit [Humana.com/IndianaGrievances](https://www.humana.com/IndianaGrievances).

Please make sure to distinguish between LCP Transportation or CareCar when filing your grievance.

A grievance can be submitted verbally by calling Member Services at **866-274-5888 (TTY: 711)**, Monday – Friday, 8 a.m. – 8 p.m., Eastern time

Additionally, the provider manual will have more information on this: [Indiana Provider Manualpdf](#)



Please take a few minutes to complete the event and session evaluations!



Thank you

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