

Georgia Medicaid Non-Emergency Transportation Program at a Glance

Non-Emergency Medical Transportation is provided to Georgia Medicaid Members who require Medicaid-compensable healthcare services and have no other means of transportation. Southeastrans, Inc. provides this service to Georgia Medicaid Members who live in counties located in the North and Atlanta Medicaid NET Regions.

This is a shared-ride service. Therefore, a Member may be riding with other passengers picked up at or near your pick-up location.

One adult escort or attendant may accompany a Member if he or she has the same origin and destination as the rider. These arrangements must be made when you call for transportation.

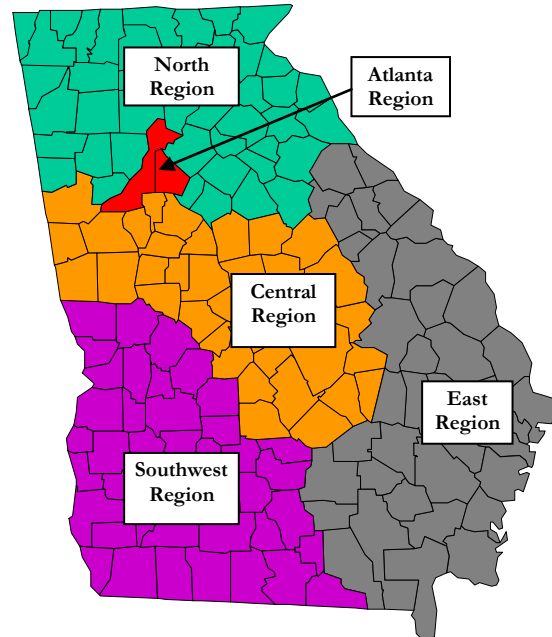
Making Transportation Arrangements

Find your county in Medicaid NET Region Map and call the local or toll-free number for your region to schedule transportation.

Please have the following information ready for the Customer Service Representative when you call:

- Your name, phone number and extension
- Your facility's name and address
- The Member's full name as it appears on their Georgia Medicaid card
- The Member's home address (including County) on file with Medicaid
- The Member's social security number
- The Member's Medicaid number, county of origin and month of eligibility
- The Member's date of birth
- The Member's room number (for stretcher patients only)

- An emergency contact person with phone number for the Member
- A destination contact person with phone number (where the Member is going)
- **Type of service required; ambulatory, wheelchair or stretcher. (If the Member has an electric wheelchair, other mobility device or an escort, please be sure to specify that information.)**



To Schedule Transportation Call:

Atlanta Region 404-209-4000

**North Region 1-866-388-9844
678-510-4555**

Other NET Brokers manage the Central, SW and East Regions

Canceling or Changing Transportation Arrangements

If transportation arrangements need to be changed or cancelled, please call your Customer Service Representative as soon as possible. We prefer a 24 hour notice.

Important Transportation Provider Notice

Transportation providers are only responsible for the transportation, loading and unloading of Medicaid Members. Any additional activities are the responsibility of the facility. Transportation providers are not required to remain with the Member. The drivers will wait for a Member at the agreed upon location for ten minutes only unless you make other arrangements with them on a case-by-case basis.

Therefore, be sure to tell our customer service representative exactly where the Member will be waiting on the first floor (with the exception of stretcher patients). The driver will wait for the Member in this specific area only.

Frequently Asked Questions

Q: Where is my ride?

A: Call the Dispatch Center directly at (678) 510-4555 or Toll-Free at (866) 388-9844. Choose option 2 to speak with a dispatcher.

Q: When should I call to schedule a trip?

A: Trip reservations can be made up to 2 weeks in advance of your medical appointment. All reservations require at least a 72-hour notice unless the trip qualifies as an urgent care trip.

Southeastrans' Mission

To provide transportation management solutions that deliver the highest levels of quality and satisfaction to our consumers, while offering exceptional value, performance, and responsiveness to our contracting agencies.

How to contact us

For Trip Reservations:

Atlanta Region	404-209-4000
North Region	1-866-388-9844 678-510-4555

For Administrative Staff:

Corporate Office	678-510-4600
Fascimile	404-762-8443

Your Southeastrans Team

While Southeastrans strives to provide the highest-level of service possible, we realize unforeseen things can sometimes happen.

In situations where you have transportation or provider issues, please contact:

- Deardra Gaines, Operations Manager
Phone (678) 510-4517
Fax (678) 510-1349

For customer service matters that require additional assistance please call:

- Darlene Christy, Assist. V. P. Operation
Phone (678) 510-4514
Fax (678) 510-1352

Your Southeastrans Management Team is here to serve you. Should you require additional assistance, please do not hesitate to contact:

- Moreland Adams, Chief Operation Officer
Phone (678) 510-4506
Fax (678) 510-1343

We hope this guide provides you with the information necessary to help you make arrangements for your patient's medical transportation with Southeastrans, Inc.

Please take time to read it carefully. If you have any comments or suggestions that you think would make this brochure more helpful, please fax them to the Quality Assurance Department at 678-510-1352.



Medicaid Non-Emergency Transportation (NET) Guide

for

Georgia Medicaid Members

June 2014