

## 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.



## Helpful Hints for Members

- \* If a member is able to use Public Transportation to their medical appointment, Southeastrans will provide them with a pass for the trip, please let us know when scheduling their transportation.
- \* If you haven't heard from your provider within 30 minutes of notification, please call us toll-free at 1-866-388-9844, option 2.
- \* Members should be prepared to share their ride with others and make multiple stops during their transport.
- \* Be patient, traffic and weather can delay a member's provider.
- \* Riders are only able to carry one bag onto the vehicle; bag must fit in rider's lap...no exceptions.

## Know your Rights & Responsibilities

## Transportation Provider Standards

- \* Drivers should be wearing an ID badge
- \* Transportation vehicles should be marked with their company name.
- \* If a member arrives at their appointment 15 minutes before or after your scheduled appointment time, that is considered on-time transport.
- \* When picking-up, drivers are only authorized to wait 10 minutes.
- \* Provider has one hour from a member's "I am ready to return home" call to pick them up.
- \* Drivers must transport safely and follow all traffic laws

**If the provider fails to meet any of these standards please contact Southeastrans at the contact numbers below.**



## The 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:

### Customer Service

Phone (404) 209-4000

*For additional assistance please call:*

**Quality Assurance** - Phone (678) 510-4513

**Call Center** - Phone (678) 510-4501

[www.southeastrans.com](http://www.southeastrans.com)



 **SOUTHEASTRANS**  
DRIVING THE FUTURE OF TRANSPORTATION MANAGEMENT

## Medicaid Non-Emergency Transportation (NEMT) Guide

**For Georgia  
Medical Facilities**

Revised March 2018

# Georgia Medicaid Non-Emergency Transportation Program at a Glance

Non-Emergency Medical Transportation is provided to Georgia Medicaid Members who require transportation assistance to Medicaid-billable 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 Atlanta and North Georgia, 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. Transportation is available to services in member's home community. Travel outside a member's home community is available only when those specialized services are not available within member's home community.

One adult escort or attendant may accompany a Member if he or she has the same origin and destination as the rider and requires assistance for some medical reason. Escorts MUST be requested when scheduling the appointment.

## Making Transportation Arrangements for Members

### How to Access and Use our Services

Call Southeastrans to arrange medical transportation services to medical covered services.

- Member's full name, phone number, address, date of birth and COUNTY of residence
- Member's Medicaid number as it appears on their Georgia Medicaid Card

### DESTINATION INFORMATION:

- The address, phone number and doctor's name or the medical facility member is being transported to
- Member's mobility status (walking, wheelchair, stretcher)
- Member's room number (for stretcher only)
- An emergency contact's name and phone number

### Facility Portal (NEW!)

As an option, you can schedule member trips using our new facility portal. Start by contacting our registration team at [FacilitySupport@southeastrans.com](mailto:FacilitySupport@southeastrans.com) to request an account. Then visit our portal at [southeastrans.com/facilities](https://southeastrans.com/facilities) to schedule trips.

### Standing Orders

A standing order is defined as a transport to and from multiple recurring medical appointments for covered services for the same member with the same healthcare provider for the same treatment or condition (can be one (1) or 2 day a week minimum, trip legs). Email: [standingorders@southeastrans.com](mailto:standingorders@southeastrans.com)

### Urgent Care

All Urgent Care Requests must be verified directly with the destination medical care provider before the trip is approved and scheduled with a transportation provider, except in the case of a Hospital discharge.

### Hospital Discharges

Hospital Discharges are also referred to as Urgent Care Requests. Notification by hospital staff only that a member/patient is ready to be discharged.

- If member is not ready upon driver's arrival, driver will only wait 10 minutes.
- If member is unable to go to their appointment you must cancel, by calling Southeastrans, BEFORE pick up time.
- Riders MUST CALL Provider after their appointment is complete to REQUEST PICK UP. Provider has ONE HOUR from time of notification to return to your location.
- Drivers are NOT ALLOWED to leave member on the transportation provider's stretcher once at doctor's office.

## Frequently Asked Questions

### • Q: How does a medical facility make transportation arrangements?

A: Healthcare facilities should contact Southeastrans or use the facility portal to arrange transportation. Members with standing orders should contact their dedicated representatives.

### • Q: What if the vehicle is more than 15 minutes late?

A: Call the Dispatch Center directly at (678) 510-4555 or Toll-Free at (866) 388-9844; choose option 1 and then option 2 to speak with a dispatcher.

### • Q: What is Urgent Care?

A: The Broker shall arrange transportation services when a Medicaid member requests services for urgent care and has no other means of appropriate transportation. Urgent care, for the purpose of this Contract, is defined as an unscheduled episodic situation, in which there is no immediate threat to life or limb, but the member must be seen on the day of the request and treatment cannot be delayed until the next day. The Broker may verify with the direct provider of service that the need for urgent care exists. Hospital discharges shall be considered as urgent care. The requirements of this subsection shall also apply to appointments established by medical care providers allowing insufficient time for routine three (3) day scheduling. Valid requests for urgent care transports shall be honored within three (3) hours of the time the request is made.

