

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

- If public transportation is identified as an available means of transport for the member and the member's medical condition precludes the use of public transportation, a **Public Transportation Restriction Form*** must be completed by the member's treating physician to indicate the medical reason the member cannot use public transit.

- A recurring trip (member's appointments occur 2 or more days a week, lasting more than 6 weeks), or standing order may be requested for a member by completing a **Standing Order Form*** in its entirety. This form must be signed by both the member/member representative and a facility representative.

- Standing orders are recertified every 3 to 6 months depending on the type of treatment the member is receiving.

*Forms are available at www.southeastrans.com

Transportation Provider Standards

- Drivers should be wearing an ID badge.
- Transportation vehicles should be marked.
- If you arrive at your 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.
- Driver has up to one hour from your "I am ready for pick up" call to pick you 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 1-877-892-3986

Where's My Ride/Ride Assistance is 365/24/7

Hours of Operation
Monday – Friday 8:00 am – 6:00 pm

Members Who are Hearing Impaired
Dial 7-1-1 or Use Your Preferred Relay Service to Reach Us at TTY 1-866-246-9300

ATTENTION: If you do not speak English, language assistance services, free of charge, are available to you.

Call TTY: 1-866-246-9300
ATENCIÓN: Si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística.
Llame al TTY: 1-866-246-9300



Non-Emergency Medical Transportation (NEMT) Guide

For Virginia Optima Health
Medicaid Members

Revised October 2020

Virginia Medicaid

Non-Emergency Medical Transportation Program at a Glance

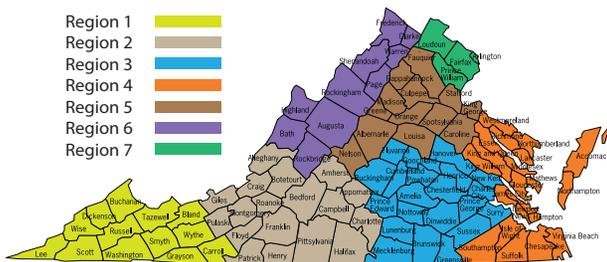
Non-Emergency Medical Transportation is provided to Virginia Medicaid members who require transportation assistance to Medicaid-billable healthcare services and have no other means of transportation. Southeastrans, Inc. provides this service to Virginia Medicaid members who live in counties located in all of the designated Medicaid NEMT 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 each member's home community. Travel outside a member's home community is available only when those specialized services are not available within the member's home community.

Adult escort (s) may accompany a member if he/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.

Virginia Department of Medical Assistance Services Regional Offices



Making Transportation Arrangements

Call Southeastrans to arrange medical transportation services to medical covered services at least 5 days in advance of the appointment date. You can schedule up to 30 business days in advance.

When Scheduling Transportation...

Please have the following information ready when you call:

- Member's full name, phone number, address, date of birth and county of residence
- Member's Medicaid number as it appears on their Medicaid card
- Specify any special needs (oxygen, escort) when you schedule the appointment
- An emergency contact's name and phone number

Please have the following destination information available...

- The address, phone number and doctor's name of the medical facility you are being transported to
- Member's mobility status (walking, wheelchair, stretcher)
- Member's room number (for stretcher only)**

** The member will not be allowed to remain on the transportation provider's stretcher while receiving treatment. The transportation provider must leave the member at their appointment destination and will return upon notification of the request for return transportation.

Members should be prepared to answer the following 4 questions related to COVID-19 during the call to set up transportation:

1. Do you have a fever?
2. Do you have a worsening cough or flu-like symptoms?
3. Have you traveled outside of the United States within the past 14 days?
4. Have you been in close contact with someone confirmed to have the Novel Coronavirus?

- Providers are required to wear mask
- Members are required to wear mask unless they are unable to due to a medical condition
- We ask members and drivers to adhere to CDC guidelines

For more information, visit our website at:

<https://www.southeastrans.com/news-covid19/>



Tips to Remember

- If the member is not ready upon driver's arrival, driver will only wait 10 minutes.
- If the member is unable to attend their appointment, please cancel by calling Southeastrans BEFORE the pick-up time.
- Riders **MUST CALL** the transportation provider after their appointment is complete to **REQUEST PICK UP**. The driver has up to **ONE HOUR** to return to the rider's location.

Frequently Asked Questions

- **Q: How does a medical facility make transportation arrangements?**
A: Nursing Home or Dialysis facilities should contact their dedicated Southeastrans representative to arrange transportation.
- **Q: What if the vehicle is more than 15 minutes late?**
A: Call the Dispatch Center toll-free at (866) 246-9300; choose option 1 and then option 2 to speak with a dispatcher.
- **Q: What is Urgent Care?**
A: Urgent care transports are trips that must occur without the normal 5-day notice. For example, a hospital discharge or admission could be considered urgent care. If your doctor calls and requests that you come to his office immediately because of an illness or other matters that cannot wait, you are eligible for an urgent care transport.