

Southeastrans understands that reducing a potential threat to employees, transportation providers, drivers, and members posed by the coronavirus (COVID-19), depends upon taking proactive steps to prepare. Here are a few simple, preventative actions we can all take to reduce the spread of the virus.

- Wash hands with soap and water (for at least 20 seconds) or hand sanitizer containing 70% or more alcohol.
- Cover coughs/sneezes with a bent elbow or tissue and immediately dispose of the tissue.
- Avoid touching eyes, nose, and mouth with unwashed hands.
- Clean and disinfect frequently touched objects and surfaces.
- Stay home when sick with respiratory symptoms, except to get medical care.
- Reduce the frequency, proximity, and duration of contact between people.

Because transportation providers and drivers have direct physical contact with members, it is critical and required that they observe these personal hygiene directives at all times. They are also required to clean and disinfect all vehicle services with an EPA approved disinfectant after each shift.

Call Center Services

Our call centers are critical for ongoing service to members but also may be impacted by increased numbers of employee absences due to illness in employees, their family members, and school closings. However, we are prepared with a number of options to assure that a member's ability to schedule necessary trips is not significantly impacted. Through deploying supplemental staff to take calls, routing calls among our five call centers, and utilizing our remote work capabilities we will minimize service delays.

Members are encouraged to schedule their trips through our easy to use [Member Portal](#). It is a quick and secure way to schedule trips without needing to access a call center.

Likewise, **healthcare facilities** are encouraged to use the Facility Portal to quickly address scheduling and trip management needs.

Transportation Service

The same risks faced by the general population and our employees may also impact our transportation providers and their drivers. Should this occur, Southeastrans will work with each client/plan to assure the availability of transportation for the most essential member needs (dialysis, chemotherapy, urgent care, etc.)

Communication

Communication to members is essential and Southeastrans will work with each client/plan to initiate member notifications regarding the NEMT transportation program. We are also poised to partner with local, state, and federal emergency-response and health agencies to coordinate efforts to maintain safety and security in and outside the workplace.

Clients needing access to our full Corporate Pandemic Response Plan may reach out to their Southeastrans State Director for assistance.

COVID-19 Information

For timely and accurate information and guidance on the COVID-19 situation, Southeastrans will rely on the Centers for Disease Control and Prevention (CDC). Facts about the virus, how you can protect yourself, and what to do if you are sick can be found at: <https://www.cdc.gov/>.

State specific resources can be found at:

Arkansas: <https://www.healthy.arkansas.gov>

Georgia: <https://dph.georgia.gov/novelcoronavirus>

Indiana: <https://www.in.gov/isdh/28470.htm>

Louisiana: <http://ldh.la.gov/>

Mississippi: <https://msdh.ms.gov/>

Tennessee: <https://www.tn.gov/health.html>

Virginia: <http://www.vdh.virginia.gov/>

Washington, D.C.: <https://dchealth.dc.gov/>