

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 you live close to a public transit stop, you could be assigned bus/trolley trips. If your health keeps you from riding the bus/trolley, your doctor will need to fill out a **Public Transportation Restriction Form***. The form has a place for your doctor to tell us the reason why you can't ride the bus/trolley.
- A "standing order" trip (when your appointments occur 2 or more days a week, for more than 6 weeks), may be requested by completing a **Standing Order Form***. This form must be completed in its entirety by a facility representative.
- Standing orders are recertified every 3 to 6 months depending on the type of treatment you are receiving.

*Forms are available at www.southeastrans.com

What to Expect from Your Driver

- * Drivers should be wearing an ID badge
- * Transportation vehicles should be marked
- * When picking up, drivers are only required to wait 10 minutes
- * Provider has one hour from your "I am ready to return home" call to pick you up
- * Call the "Where's My Ride" line to get the quickest response at **1-888-913-0364, option 2**
- * 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.

To talk to someone about your transportation experience, please contact:

Reservation Line

Phone 1-888-913-0364 [24/7/365]

For additional assistance please call:

Quality Assurance

Phone (225) 726-2789

To view full non-discrimination notice visit:
www.southeastrans.com



Medicaid Non-Emergency Medical Transportation (NEMT) Member Guide



February 2018

Louisiana Medicaid Non-Emergency Medical Transportation Program at a Glance

Non-Emergency Medical Transportation (NEMT) is provided to Louisiana Medicaid members who require transportation assistance to covered Medicaid healthcare services and have no other means of transportation.

Southeastrans, Inc. provides this service to Louisiana Medicaid members who live in parishes located throughout the state of Louisiana.

This is a shared-ride service. Therefore, you may be riding with other passengers picked up at or near your pick-up location. Transportation services are available in your home community. Travel outside your home community is available only when you need specialized services that are not available within your community.

If you require extra assistance for a medical reason, you may request one adult escort to accompany you. Your escort MUST be present at your pick-up and drop-off location. Escorts MUST be requested when scheduling the appointment.



Making Transportation Arrangements

Call Southeastrans to arrange transportation services to covered medical appointments at least 48 hours in advance of the appointment date. You can schedule trips up to 30 days in advance (business days do not include Saturday, Sunday, and approved state holidays).

When Scheduling Transportation...

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

- Your full name, phone number, address, date of birth, and PARISH of residence
- Your Medicaid number as it appears on your Amerigroup Medicaid Card
- An emergency contact's name and phone number
- Specify any special needs (oxygen, escort) when scheduling an appointment

Please have the following destination information available...

- The address, phone number, and name of your doctor and the medical facility where you are being transported
- Your mobility status (walking, wheelchair, stretcher)**
- Your room number (for hospital discharges)

** You will not be allowed to remain on the transportation provider's stretcher while receiving treatment. The transportation provider must leave you at your appointment destination and will return when you notify them that you are ready for return transportation.

- If you are not ready upon driver's arrival, driver will only wait 10 minutes.
- If you are unable to attend your appointment, please cancel by calling Southeastrans BEFORE the pick-up time.
- You MUST CALL the contact center after your appointment is complete to REQUEST PICK-UP. Provider has ONE HOUR from pick-up request time to return to your location.



Frequently Asked Questions

- **Q: What if the vehicle is more than 15 minutes late?**
A: Call the Dispatch Center directly at 1-888-913-0364, option 2; to speak with an agent.
- **Q: What is urgent care?**
A: Urgent care transports are trips that must occur without the normal 48 hour 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.