

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 Hint

If public transportation is identified as an available means of transport for you, but your medical condition makes utilizing it difficult for you, please contact us.



What to Expect from Your Driver

- * Drivers should be wearing an ID badge
- * Vehicles should be marked with company name
- * 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
- * Drivers must transport safely and follow all traffic laws

If the driver 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:

Customer Service
Phone: **1-855-735-4354**

Quality Assurance
Phone: **1-769-209-4001**



Non-Emergency Medical Transportation (NEMT) Rider's Guide

For Shared Health Mississippi
Members

November 2020

Mississippi Non-Emergency Medical Transportation Program at a Glance

Non-Emergency Medical Transportation (NEMT) is provided to Shared Health Mississippi Members who require transportation assistance to covered healthcare services.

Southeastrans, Inc. provides this service to Shared Health Mississippi Members who live throughout the State of Mississippi.

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 3 business days in advance of the appointment date, unless you require an urgent care transport. You can schedule trips up to 30 days in advance.

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 COUNTY of residence
- Your Subscriber ID as it appears on your Subscriber ID 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 stretcher only)

** 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 and Toll-Free at **1-855-735-4354** choose option 2 to speak with a *Where's My Ride* agent.
- **Q: What is urgent care?**
A: Urgent care transports are those that require reservations to be made with less than the normal 3-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. If you call we will confirm with your medical doctor.