

Transportation Resources for Patients with Medicaid

Traditional Medicaid

Southeastrans provides transportation case management for your Medicaid-covered rides to doctors' offices, pharmacies or other health care offices. There is a new number to call to request rides. The Southeastrans Reservation Line, **855-325-7586**, is available Monday – Friday from 8 a.m. – 6 p.m., EDT.

How far in advance do I need to call?

You will need to call at least two business days before your appointment for Southeastrans to schedule a ride. Southeastrans will call you back to confirm your ride at least 24 hours before your pickup time.

What if I have an emergency?

Emergency transportation needs are not scheduled through Southeastrans. For emergencies, call 911.

What do I do if my ride is not on time or does not arrive?

Call the Southeastrans Trip Reservation Line at 855-325-7586 and press 2 for “Where’s my Ride?” A customer service representative will find out when your ride will arrive or may arrange for a new provider to pick you up.

Can I schedule a trip online?

Yes! Go to the Southeastrans Member Portal at <https://member.southeastrans.com> to register. It is easy to log in to see your scheduled trips and schedule new trips. You can also cancel a trip, or get help from a Southeastrans representative.

What kinds of appointments are eligible?

Southeastrans can schedule rides to any non-emergency medical services that are covered by Medicaid. This includes trips to the dentist, doctor, dialysis and others. Medicaid will pay for 20 one-way trips per rolling 12-month period. More trips may be provided if your doctor requests them and they are approved through Southeastrans. If you have questions you can call the Trip Reservation Line at 855-325-7586.

What do I need when I call to schedule a ride?

You will need:

- Member's ID, full name and date of birth
- Telephone number where the member can be reached
- Pick-up address, including zip code
- Doctor or facility name and address, including zip code
- Telephone number of the doctor or facility
- Appointment date and time
- Any special transportation needs you may have (wheelchair, walker, vision-impaired, etc.)
- An emergency contact's name and phone number

When should I be ready?

When you schedule your ride, you will be given an estimated time to be ready for your pick-up based on how far you must travel to your appointment. If your ride is late picking you up, you should call Southeastrans at 855-325-7586 and press option 2.

What do I do after the appointment is over?

Call Southeastrans to let them know you are ready to return home. They will contact your transportation provider to arrange for your ride home.

What if I need an urgent trip?

Southeastrans can set up a trip with less than two days' notice if you have an urgent appointment that could not be scheduled in advance. The urgent need must be verified by your doctor. Call Southeastrans if you need to set up an urgent trip. You may also call another transportation provider directly if you prefer.

What if I need a trip to a pharmacy?

Pharmacy trips are also covered and can be arranged through Southeastrans or directly through a transportation provider by following the process above. However, if you need to stop at a pharmacy on the way home from your medical appointment, you or your driver can call Southeastrans to add a pharmacy stop. A pharmacy stop on the way home will not count as a separate trip.

To learn more, please visit the Southeastrans website at www.southeastrans.com.

Direct Mileage reimbursement is also available via application and qualifying factors.