

FACT SHEET

Frequently Asked Questions about Non-Emergency Medical Transportation (NEMT)

The Georgia Department of Community Health’s (DCH) Non-Emergency Medical Transportation (**NEMT**) services are defined as medically necessary, cost-effective transportation for any eligible Medicaid member (and escort, if required) with no other means of transportation available to any Medicaid-reimbursable service to receive treatment, medical evaluation, obtain prescription drugs or medical equipment. NEMT is a ride-share program and multiple members may be riding in the same vehicle.

To download a copy of the NEMT policies and procedures manual go to: <https://www.mmis.georgia.gov/portal>, select *Provider Information*, then select *Provider Manuals*.

For Members

1. How does the NEMT program operate?

The NEMT program provides transportation through a NEMT Broker System. Five NEMT regions have been established in the state: North, Atlanta, Central, East and Southwest. DCH has contracted with a broker in each of the five NEMT regions to administer and provide non-emergency medical transportation for eligible members.

2. Who are the NEMT Brokers and how do I arrange transportation?

There are two brokers providing NEMT services: LogistiCare LLC and Southeastrans Inc. A member or person acting on behalf of a member must contact the broker serving the county in which he/she lives (see chart below) between the hours of 7 a.m. to 6 p.m., Monday through Friday to request NEMT services. Requests must be made at least three workdays prior to the non-urgent, scheduled appointment. The three-day advance scheduling includes the day of the call but not the day of the appointment. Requests for urgent care situations and other exceptions may be arranged more quickly.

For purposes of the NEMT contract, urgent care is defined as an unscheduled episodic situation, in which there is no immediate threat to life or limb. However, the member must be seen on the date of the request and treatment cannot be delayed until the next day. Valid requests for urgent care transport will be honored within three hours of the time the request is made. *The NEMT Broker call centers are operational 24/7 for “Where’s My Ride” and hospital discharges.*

Region	Broker/Phone Number	Counties Served
North	Southeastrans • Toll free: 866-388-9844 Local: 678-510-4555	Banks, Barrow, Bartow, Catoosa, Chattooga, Cherokee, Cobb, Dade, Dawson, Douglas, Fannin, Floyd, Forsyth, Franklin, Gilmer, Gordon, Habersham, Hall, Haralson, Jackson, Lumpkin, Morgan, Murray, Paulding, Pickens, Polk, Rabun, Stephens, Towns, Union, Walker, Walton, White and Whitfield
Atlanta	Southeastrans 404-209-4000	Fulton, DeKalb and Gwinnett
Central	LogistiCare Toll free: 888-224-7981	Baldwin, Bibb, Bleckley, Butts, Carroll, Clayton, Coweta, Dodge, Fayette, Heard, Henry, Jasper, Jones, Lamar, Laurens, Meriwether, Monroe, Newton, Pike, Putnam, Rockdale, Spalding, Telfair, Troup, Twiggs and Wilkinson
East	LogistiCare • Toll free: 888-224-7988	Appling, Bacon, Brantley, Bryan, Bulloch, Burke, Camden, Candler, Charlton, Chatham, Clarke, Columbia, Effingham, Elbert, Emanuel, Evans, Glascock, Glynn, Greene, Hancock, Hart, Jeff Davis, Jefferson, Jenkins, Johnson, Liberty, Lincoln, Long, Madison, McDuffie, McIntosh, Montgomery, Oconee, Oglethorpe, Pierce, Richmond, Screven, Taliaferro, Tattall, Toombs, Treutlen, Ware, Warren, Washington, Wayne, Wheeler and Wilkes
Southwest	LogistiCare • Toll free: 888-224-7985	Atkinson, Baker, Ben Hill, Berrien, Brooks, Calhoun, Chattahoochee, Clay, Clinch, Coffee, Colquitt, Cook, Crawford, Crisp, Decatur, Dooly, Dougherty, Early, Echols, Grady, Harris, Houston, Irwin, Lanier, Lee, Lowndes, Macon, Marion, Miller, Mitchell, Muscogee, Peach, Pulaski, Quitman, Randolph, Schley, Seminole, Stewart, Sumter, Talbot, Taylor, Terrell, Thomas, Tift, Turner, Upson, Webster, Wilcox and Worth

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3. What modes of transportation are available and how are they selected?

The broker uses the most appropriate mode of transportation – minibus, wheelchair vans, automobiles, stretcher vans, public or para-transit that meets the member’s health needs. In addition, the broker may use gas reimbursement and taxicabs for urgent care and/or back-up services when necessary.

The broker determines the most appropriate and cost-effective mode of transportation based on the information provided by the member at the time the reservation is made. All transportation must be scheduled and authorized by the NEMT broker.

4. How do NEMT brokers use public transit?

Brokers have procedures in place to determine whether public transportation is accessible to and appropriate for the member requesting service. Both NEMT brokers can identify electronic route information from public transit providers to determine if a member’s pickup and drop-off locations are on a public transit route. There are also procedures in place for timely distribution of transit tokens/passes to the member and or escort (if applicable) using public transit.

5. May an escort or attendant accompany me to an appointment?

The broker must allow, without charge to the escort or member, one escort to accompany a member when medically necessary. An escort is defined as an individual whose presence is required to assist a member during transport and while at the place of treatment. An escort must be 18 years of age or older.

An attendant is defined as a staff person of the broker or provider present during the trip when in the broker’s judgement it is necessary to have an adult helper to assure the safety of all passengers. The attendant remains with the vehicle after the member has left the vehicle. Attendants must complete a training program to include first aid training, a passenger assistance orientation program, and a safety and sensitivity program.

6. May a parent or guardian take someone else with them to an appointment with a family member?

Only one escort may accompany a member to an appointment. NEMT is a ride-share program and there may be other members scheduled to ride with you in the same vehicle. As such, seating may not be available for the additional individual or family members who are not scheduled to receive services.

NOTE: NEMT Policy does not prohibit the broker from allowing a minor to accompany an adult member to an appointment because there is no one else to stay with the minor. If there is room or an available seat that is not otherwise occupied, the broker may allow a minor to be transported with the adult member requiring treatment. This arrangement must be authorized by the broker prior to transport.

7. Is a co-pay required to ride NEMT?

There is **no** co-payment required.

8. What if I have a question about or problem/complaint with NEMT services?

If you have a question, comment or complaint about NEMT, you may call the NEMT Broker directly or call the Member Contact Center at 1-866-211-0950. You may also contact DCH at 404-651-6911, e-mail sramsue@dch.ga.gov or 404-656-4646, e-mail tmalcolm@dch.ga.gov. To check the status of your ride, please call your broker and press option #2 for the “Where’s My Ride” line.

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9. How is the quality of services monitored for NEMT?

NEMT staff monitors the quality of service provided, including but not limited to: reviewing various required monthly, quarterly and annual reports; conducting on-site reviews to ensure compliance and possibly riding on a NEMT vehicle to monitor service; and attending broker/provider meetings. In addition, the broker must contract with an independent agent to conduct annual customer service satisfaction surveys and provide the methodology for analyzing the data and report results to DCH.

For Providers

1. How do I become a NEMT provider with Georgia Medicaid?

Transportation providers must contact LogistiCare and/or Southeastrans to provide NEMT services to our members.

For more information on the NEMT program, please feel free to visit our website, call or email us at the information provided in this fact sheet.

Rider Tips

- ✓ Be ready!
- ✓ Be respectful and courteous of others!
- ✓ Become familiar with the Broker issued *Member Brochure/Rider's Guide*!
- ✓ Always call the Broker directly to inquire about your ride!
- ✓ Always immediately notify Broker of any cancellations or changes in your schedule!
- ✓ Always carry your Broker's telephone number with you!