

# FACT SHEET

## Frequently Asked Questions about Non-Emergency Transportation (NET)

The Georgia Department of Community Health’s (DCH) Non-Emergency Transportation (NET) 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.

NET is a ride-share program and multiple members may be riding in the same vehicle. To download a copy of the NET manual, go to: <https://www.mmis.georgia.gov/portal>, select *Provider Information*, then select *Provider Manuals*.

### For Members

#### 1. How does the NET program operate?

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

#### 2. Who are the brokers and how do I arrange transportation?

There are two brokers providing NET 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 NET 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 NET 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.

Region	Broker/Phone Number	Counties Served
North	<b>Southeastrans</b> • 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	<b>Southeastrans</b> • 404-209-4000	Fulton, DeKalb and Gwinnett
Central	<b>LogistiCare</b> • 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	<b>LogistiCare</b> • 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, Tattnall, Toombs, Treutlen, Ware, Warren, Washington, Wayne, Wheeler and Wilkes
Southwest	<b>LogistiCare</b> • 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

*The NET Broker call centers are operational 24/7 for “Where’s My Ride” and hospital discharges.*

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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, 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 NET broker.

### 4. How do NET 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 NET brokers have systems that are capable of accepting electronic route information from public transit providers that allows them to identify 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 token/passes to the member/escort using public transit.

### 5. May an escort or attendant accompany me to the 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 is allowed to accompany a member during transport to an appointment. Other members may be scheduled to ride on the vehicle to their appointments. As such, seating may not be available for the additional individual or family members who are not scheduled to receive services.

NOTE: NET 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 child. If there is room or an available seat that is not otherwise occupied, the broker may allow a child 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 for non-emergency transportation?

There is no co-payment requirement for non-emergency transportation.

### 8. What if I have a problem with NET services?

To check the status of your scheduled pick-up, please call your broker and press option #2 for the “Where’s My Ride” line. If you have a question, comment or complaint about NET, call the Member Contact Center at 866-211-0950. For additional information, please contact DCH at 404-651-6911, e-mail [sramsue@dch.ga.gov](mailto:sramsue@dch.ga.gov) or 404-656-4646, e-mail [tmalcolm@dch.ga.gov](mailto:tmalcolm@dch.ga.gov)

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### **9. How is the quality of non-emergency transportation services monitored?**

Staff in the Non-Emergency Transportation Services Unit 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 NET 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 enroll as a Non-Emergency Transportation Provider?**

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