

An Overview of Medicaid Non-Emergency Transport (NET)

Overview

The Georgia Department of Community Health’s (DCH) Medicaid Non-Emergency Transportation (NET) program provides transportation for eligible Medicaid members who need access to medical care or services. This program only provides services to members when other transportation is not available and eligibility is determined at the time of the contact.

NET has five regions in Georgia – North, Atlanta, Central, East and Southwest, and DCH has contracted with a broker in each of these regions to administer and provide non-emergency transportation. DCH contracts with the following three companies to provide broker services:

- Southeastrans, Inc. – Serves the Atlanta region, North region and Central regions
- LogistiCare – Serves the East region
- Southwest Georgia Regional Development Center – Serves the Southwest region



Scheduling Appointments

Eligible Medicaid members must contact the broker serving their county three days in advance of their appointment to schedule appropriate transportation. Urgent care situations can be arranged more quickly. Appointments can be scheduled Monday through Friday from 7 a.m. to 6 p.m.

Questions, Comments or Complaints

If you have a question, comment or complaint about the broker or transportation provider, call the Member call center toll free at **866-211-0950**.

County groupings and related broker scheduling telephone numbers for each region are as follows:

North: Southeastrans, Inc. • Toll free: 866-388-9844 • Local: 678-510-4555	Banks, Barrow, Bartow, Catoosa, Chattooga, Cherokee, Clarke, Cobb, Dade, Dawson, Douglas, Elbert, Fannin, Floyd, Forsyth, Franklin, Gilmer, Gordon, Greene, Gwinnett, Habersham, Hall, Haralson, Hart, Jackson, Lumpkin, Madison, Morgan, Murray, Newton, Oglethorpe, Oconee, Paulding, Pickens, Polk, Rabun, Rockdale, Stephens, Towns, Union, Walker, Walton, White and Whitfield
Atlanta: Southeastrans, Inc. • 404-209-4000	Fulton and DeKalb
Central: Southeastrans • Toll free: 866-991-6701 • Local: 404-305-3535	Baldwin, Bibb, Bleckley, Butts, Carroll, Clayton, Coweta, Crawford, Dodge, Fayette, Hancock, Heard, Henry, Houston, Jasper, Johnson, Jones, Lamar, Laurens, Meriwether, Monroe, Montgomery, Peach, Pike, Pulaski, Putnam, Spalding, Telfair, Treutlen, Troup, Twiggs, Upson, Washington, Wheeler, Wilcox and Wilkinson
East: LogistiCare • Toll free: 888-224-7988	Appling, Atkinson, Bacon, Brantley, Bryan, Burke, Bulloch, Camden, Candler, Charlton, Chatham, Clinch, Coffee, Columbia, Effingham, Emanuel, Evans, Glascock, Glynn, Jeff Davis, Jefferson, Jenkins, Liberty, Lincoln, Long, McDuffie, McIntosh, Pierce, Richmond, Screven, Taliaferro, Tattnall, Toombs, Ware, Warren, Wayne and Wilkes
Southwest: LogistiCare • Toll free: 1-888-224-7985	Baker, Ben Hill, Berrien, Brooks, Calhoun, Chattahoochee, Clay, Colquitt, Cook, Crisp, Decatur, Dooly, Dougherty, Early, Echols, Grady, Harris, Irwin, Lanier, Lee, Lowndes, Macon, Marion, Miller, Mitchell, Muscogee, Quitman, Randolph, Schley, Seminole, Stewart, Sumter, Talbot, Taylor, Terrell, Thomas, Tift, Turner, Webster and Worth