

2935 – NON-EMERGENCY TRANSPORTATION BROKER SYSTEM

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| POLICY STATEMENT | The Medicaid Non-Emergency Transportation (NET) program provides transportation through a NET Broker System. Non-emergency transportation is provided only in the absence of other transportation. |
| BASIC CONSIDERATIONS | Five NET regions have been established in the state – North, Atlanta, Central, East and Southwest. The Department of Community Health (DCH) has contracted with a Broker in each of the five NET regions to administer and provide non-emergency transportation for eligible Medicaid recipients. The Brokers are reimbursed a monthly capitation rate for each Medicaid recipient residing in their region. |
| PROCEDURES | <p>Medicaid recipients who need access to medical care or services covered by Medicaid and have no other means of transportation must contact the Broker servicing their county to arrange for appropriate transportation.</p> <p>Each Broker is required to maintain toll free telephone access for transportation scheduling services Monday through Friday from 7:00 a.m. to 6:00 p.m.</p> <p>The Division of Medicaid monitors the quality of services brokers provide. For any questions or comments about a NET Broker, contact HP Enterprise Services Contact Center at 1-866-211-0950.</p> <p>DCH has contracted with two companies to provide Broker services. Southeastrans, Inc., serves the Atlanta Region, North Region and Central Region; LogistiCare the East Region and the Southwest region. County groupings and related Broker scheduling telephone numbers for each region are as follows:</p> |

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| North-Southeastrans, Inc. Toll free 1-866-388-9844 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, Inc. (404) 209-4000 | Fulton, DeKalb and Gwinnett |
| Central-LogistiCare Toll free 1-888-224-7981 | 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 1-888-224-7988 | 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-LogistiCare Toll free 1-888-224-7985 | 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 |