

## 2935 – NON-EMERGENCY TRANSPORTATION BROKER SYSTEM

<b>POLICY STATEMENT</b>	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.
<b>BASIC CONSIDERATIONS</b>	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 Medicaid recipients. The Brokers are reimbursed a monthly capitation rate for each Medicaid recipient residing in their region.
<b>PROCEDURES</b>	<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>DCH has contracted with two companies to provide Broker services. <b>Southeastrans, Inc.</b>, serves the Atlanta Region, North Region and Central Region; <b>LogistiCare</b> the East Region and the Southwest region. County groupings and related Broker scheduling telephone numbers for each region are as follows:</p>

<b>North-Southeastrans, Inc.</b>  <b>Toll free</b> 1-866-388-9844  <b>Local</b> 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
<b>Atlanta-Southeastrans, Inc.</b>  (404) 209-4000	Fulton and DeKalb
<b>Central-Southeastrans</b>  <b>Toll free</b> 1-866-991-6701  <b>Local</b> 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
<b>East-LogistiCare</b>  <b>Toll free</b> 1-888-224-7988	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
<b>Southwest-LogistiCare</b>  <b>Toll free</b> 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