

Update: Non-Emergency Medical Transportation (NEMT)

Non-Emergency Medical Transportation (NEMT) is covered for members enrolled in full coverage Medicaid through the Georgia Department of Community Health. The NEMT program provides transportation through a Brokerage System. Five NEMT regions have been established in the state: North, Atlanta, Central, East, and Southwest. A Broker has been assigned to each of the five NEMT regions to administer and provide NEMT for eligible Medicaid members.

What this means to me:

- Medicaid and Georgia Families 360SM members can receive NEMT services through the broker assigned to their residential county; either Southeastrans or LogistiCare.
- Amerigroup Community Care provides NEMT services to PeachCare for Kids[®] members through LogistiCare as a value added benefit.

How can providers and members arrange transportation services for Medicaid members?

Providers and members may arrange transportation services by calling LogistiCare or Southeastrans. Contact LogistiCare at 1-866-913-4506. Southeastrans may be reached at 404-209-4000 or 1-866-388-9844. The transportation broker depends on the Member's county of residence. Please see the table below for the appropriate transportation broker. Trips must be scheduled with LogistiCare and Southeastrans at least three business days prior to a non-urgent scheduled appointment. Do not count the day of the appointment when scheduling three days in advance. Please call the broker to cancel scheduled rides that you no longer need. You may schedule transportation services up to 30 days in advance.

How can providers arrange transportation services for PeachCare for Kids[®] members?

To arrange transportation for PeachCare for Kids members, call LogistiCare toll-free at 1-866-913-4506. Trips must be scheduled with LogistiCare at least three business days prior to a non-urgent scheduled appointment. Do not count the day of the appointment. Please call to cancel scheduled rides you do not need. Missed rides may reduce your number of available yearly trips. No preauthorization is required, except in the case of planned air transportation (e.g. airplane or helicopter).

What if I need assistance?

If you have questions about this communication or need assistance, contact your local Provider Relations representative or call Provider Services toll free at 1-800-454-3730.

Region	NEMT broker and phone number	Counties served
North	Southeastrans Local: 678-510-4555 Toll-free: 1-866-388-9844	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 Local: 404-209-4000 For Georgia Families 360° SM, toll-free: 1-866-991-6701	Fulton, DeKalb and Gwinnett
Atlanta/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: 1-888-224-7985 For crisis stabilization units and psychiatric residential treatment facilities, toll-free: 1-800-486-7642, ext. 461 or 436	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: 1-888-224-7988	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