

	<b>GEORGIA DIVISION OF FAMILY AND CHILDREN SERVICES MEDICAID POLICY MANUAL</b>			
	<b>Chapter:</b>	<b>2900</b>	<b>Effective Date:</b>	<b>June 2020</b>
	<b>Policy Title:</b>	<b>Non-Emergency Medical Transportation Broker System</b>		
<b>Policy Number:</b>	<b>2935</b>	<b>Previous Policy Update:</b>	<b>MT 47</b>	

**REQUIREMENTS**

The Medicaid Non-Emergency Medical Transportation (NEMT) program provides transportation through a NEMT Brokerage System. NEMT is provided only in the absence of other transportation.

**BASIC CONSIDERATIONS**

Five NEMT 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 NEMT regions to administer and provide non-emergency medical transportation for eligible Medicaid members. The Brokers are reimbursed a monthly capitation rate for each eligible Medicaid member residing in their region.

**PROCEDURES**

Eligible Medicaid members who need access to medical services covered by Medicaid and have no other means of transportation must contact the Broker servicing their county to arrange for appropriate transportation.

Each Broker is required to have toll free telephone access for scheduling NEMT services Monday through Friday from 7:00 a.m. to 6:00 p.m.

The Division of Medicaid monitors the quality of services brokers provide. For any questions, comments or complaints about the NEMT program, contact DXC Technology at 1-866-211- 0950 or the NEMT Broker at the numbers provided in the below chart.

## PROCEDURES (cont.)

DCH has contracted with two companies to provide NEMT services; **Southeastrans, Inc.**, which serves the Atlanta Region and North Region; and, **LogistiCare**, which serves the Central Region, East Region and the Southwest Region. County groupings and related Broker scheduling telephone numbers for each region are as follows:

Region	NEMT Broker & Phone Number	Counties Served
North	<b>Southeastrans</b>  <i>Toll free</i> 1-866-388-9844  <i>Local</i> 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  <i>Note: For Georgia Families 360°</i>  1-866-991-6701	Fulton, DeKalb and Gwinnett
Central	<b>LogistiCare</b>  <i>Toll free</i> 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	<b>LogistiCare</b>  <i>Toll free</i> 1-888-224-7988  <i>Note: For Crisis Stabilization Units and Psychiatric Residential Treatment Facilities</i>  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	<b>LogistiCare</b>  <i>Toll free</i> 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
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