



Medicaid Transportation Call Center Changes

Effective October 1, 2014, Southeastrans Transportation Inc. will become the non-emergency medical transportation prior authorization contractor for the Department of Health & Hospitals.

Clients may begin scheduling transportation for the month of October by calling **1-855-325-7565** beginning September 22, 2014. The Southeastrans Call Center is open from 6am-6pm Monday-Friday.

If a trip is already scheduled, clients may call "Where's My Ride" at **1-855-325-7566** to inquire about the existing scheduled trip. They may also call this number to let the dispatcher know that an appointment is over and that they are ready to be picked up.

Transportation providers may contact Southeastrans at **1-855-325-7570** if they have any questions, comments, or concerns regarding the transporting of clients or issues regarding their transports, authorizations, and/or claims.

Medical facilities that have an inquiry or request for patient transportation may contact Southeastrans at **1-855-325-7576**.

Southeastrans Contact Numbers	
New Reservations (to schedule a trip)	855-325-7565
Where's My Ride (to inquire about an existing trip)	855-325-7566
NEMT Provider Line	855-325-7570
Medical Provider Line	855-325-7576