

Optima Health

Transportation

Southeastrans, Inc.

Southeastrans, Inc. (SET) administers the non-emergency transportation benefit for Optima Family Care (OFC) and Optima Health Community Care (OHCC) members.

Benefit

- Non-emergency transportation for OFC and OHCC members
- Transport to and from medical appointments with a participating provider
 - FAMIS members do not receive non-emergent transportation
- Members are limited to two (2) escorts during transport
- Trips exceeding 50 miles out of state will require case manager pre-approval
 - Exception Children's Hospital of D.C., Children's Hospital of Pennsylvania or Duke in North Carolina)

Benefit for Hospital Admission/Emergency Room Visits

- Members may be transported from home to hospital only if being admitted
- Members needing to go to the emergency room **must call 911**

Emergency ambulance services are not included in the transportation benefit

How it Works

- Call to schedule pick up
 - OFC Members call 1-877-892-3986
 - OHCC Members call 1-855-325-7558
- Select Option #1 - “Where is my Ride?”
- MUST call five (5) business days in advance
- For all “Standing Order” trips (regular weekly/daily transportation to a facility or appointment), the provider’s office or case manager must submit a written request on behalf of the member. Typically, behavioral health, adult day care, dialysis, and chemotherapy-related appointments.
- Gas Reimbursement –
 - Members must request gas reimbursement at least five (5) days prior to being eligible for reimbursement consideration
 - SET determines the correct mileage through their transportation management system.
 - Mileage is pre-populated on the form
 - Provider office signature REQUIRED

How it Works

Information that needs to be included in a standing order request:

- Does member require hand-to-hand, door-to-door, or curb-to-curb
- Does member require wheelchair assistance or other special instructions (such as bariatric, seizure precautions, behaviors, etc.)
- Does member have special language and/or other communication requirements

Minor Travel Documentation Requirements

- Members under 18 years of age must be accompanied by a parent, legal guardian, or family approved adult, unless an emancipated minor (member under the age of 18 who is pregnant)
- Minors between 13 and 17 years of age may travel alone to Medicaid-paid program services if a Consent for Minor Travel Form signed by the parent or legal guardian is on file with SET prior to the date of transport.
- If a parent, legal guardian or family approved adult is not available to accompany a child 12 and under, SET shall arrange transportation with a provider that can provide an appropriately trained attendant based on the child's individual needs.

Standing Orders

- Access Standing Order or Standing Order Change forms at: <https://www.southeastrans.com/facilities/facility-forms>
- Fax form to (404) 581-5543 at least 5 days prior to the first date of transport
 - Call to schedule individual trips if member needs transport sooner before standing order goes into effect
 - Allow 24 hours after the form is sent to confirm receipt
- Fill out forms completely and legibly
- Print and sign name
- Questions may be directed any standing order representative on the facility line at (844)-856-7908

Hours of Operation

- Monday – Friday 6 a.m. - 6 p.m.
- Weekends and on New Year’s Day, Memorial Day, Independence Day, Labor Day, Thanksgiving and Christmas
- Urgent and Same Day reservations available 24 hours daily
- “Where’s my Ride” available 24 hours daily
- Routine transportation appointments scheduled for Saturday and Sunday and Weekdays after 5 p.m. allowed for regularly scheduled appointments to providers who routinely see patients during these timeframes

Registering a Complaint

- Option #1 (Preferred) -
 - OFC Members call 1-877-892-3986
 - OHCC Members call 1-855-325-7558 Members are empowered to escalate to a SET supervisor when necessary
- Option #2 Member contacts Optima Member Services
 - OFC Member calls 1-800-881-2166
 - OHCC Member calls 1-888-512-3171
- Option #3 Third Party (Outreach, case manager, business owner, Optima employee) files complaint on behalf of member directly with SET

Still have questions regarding the transportation benefit?
Call your Optima Health Network Educator
877-865-9075 Option #2