

Public Transportation Locations in Louisiana

CATS-Capital Area Transit System

JET-Jefferson Transit

ATrans -Alexandria

SPORTRAN-Shreveport Area Transportation

Monroe Transit

NORTA-New Orleans Transit

Good Earth Transit **Terrebonne Parish**

To see if public transportation is available in your area, contact the

Louisiana Department of Transportation & Development
225-379-3060

Or

visit their website at: www.dotd.la.gov

Travel Tips for Members

- Trips by bus pass must be based on the member's ability to ride the bus.
- Bus pass trips are allowed based on how easy it is to get to bus stops and how safe it is to reach the stops.
- Bus passes are not for a member whose doctor says in writing that the member cannot take a trip by bus.



Reservation and Assistance Line:

1-888-913-0364

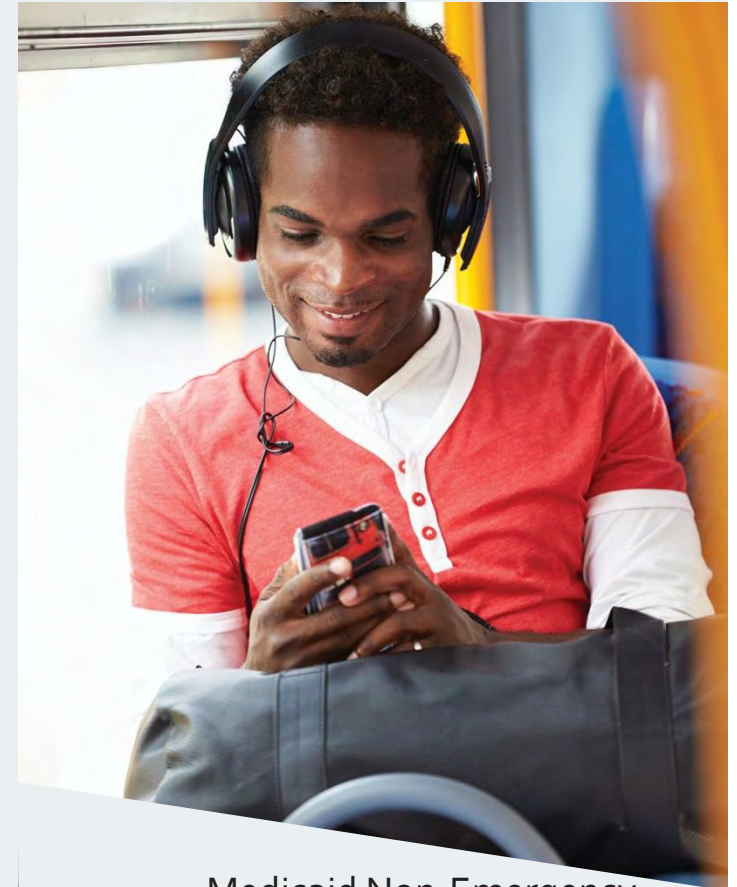
Hours: 7:00 am to 7:00 pm CST

www.southeastrans.com

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Medicaid Non-Emergency
Medical Transportation

Public Transportation Guide
for Members


AmeriHealth Caritas
Louisiana

November 2018



Non-Emergency Medical Transportation

Using Bus Passes... How does it work?

Southeastrans now offers bus passes in some cities that have public transportation. Bus passes may be free to Louisiana Medicaid members needing a ride, depending on how close you are to a bus route from your covered healthcare services.

Riding the bus is an option

Sometimes public transit is the best answer when you want to ride at a time that is good for you and may have other stops to make before or after you meet with the doctor. With many bus stops in major cities, getting started is easy and free!



Benefits of using Public Transportation as an option include:

- When you have the same weekly trips, you'll receive monthly bus passes
- Southeastrans offers one free escort pass as needed

Special transit services to those who need help

Special transit services are offered to those who need help like seniors as well as others. Members can receive one free escort pass as needed.



Easy door-to-door pickups and drop-offs may be offered to members who qualify.

Gas Reimbursement... another alternative



If you have a family member or friend that can take you, we can help pay for gas. We can pay \$0.50 per mile to and from your appointment.

You must call at 2 days before your appointment.

Call 1-888-913-0364 to schedule your ride.

Hours: 7:00 am – 7:00 pm CST

Things to Know Helpful Tips for Members

If you must make extra stops:

If you need to pick up a prescription or the doctor sends you to another appointment on the same day, you can use your bus pass. Your bus pass will give you free trips for 24 hours in most cases. At times where the bus pass may not provide a 24-hour ride, the doctor can contact Southeastrans to provide extra passes for your transportation needs.

If the return trip requires a different way of transportation:

If you have a procedure scheduled and it will be hard to ride the bus both ways, then we can set you up to ride the bus there and then ride with a transportation provider back home. Your doctor should call Southeastrans if this situation comes up.

If you have repeat trips; standing orders:

Southeastrans can assist members with repeat trips using bus passes whenever suitable. Southeastrans will deliver the passes to a selected rep of the health care provider who will sign for the passes and give to you monthly. You must sign for the passes you get. Southeastrans will meet with the health care provider to set up this process.