

If you have additional questions about Transportation Services and Traditional Medicaid, please contact Southeastrans at 855-325-7586.

844-323-4636
inf2f.org

Medicaid Transportation: Traditional Medicaid

For individuals covered by Traditional Medicaid, Medicaid will pay for 20 one-way trips per rolling 12-month period. Individuals should only request transportation assistance if they have no other transportation options available to them. Eligible transportation includes rides to doctor visits, dentist appointments, pharmacy visits, dialysis, and other healthcare provider visits.

For Traditional Medicaid, all non-emergency transportation services are managed by [Southeastrans](#). As the transportation case management company for Traditional Medicaid, Southeastrans will schedule, confirm, and otherwise assist families with transportation needs. To request a ride, individuals should either access the Southeastrans online portal at: <https://member.southeastrans.com> or call the Southeastrans Reservation Line at 855-325-7586 (Mon-Fri, 8:00a-6:00p) at least two business days prior to their appointment. If the ride is approved, Southeastrans will confirm the ride 24 hours in advance.

When you call Southeastrans to schedule your ride, you will need to have the following things available and ready:

1. Member's ID, full name, and date of birth
2. Telephone number where you can be reached
3. Pick-up address, including zip code
4. Destination address (doctor or facility name and address), including zip code
5. Telephone number of the doctor or facility
6. Your appointment date and time
7. Any special transportation needs that you have (car seat, wheelchair, stroller, walker, vision-impaired, etc)
8. An emergency contact name and phone number

If the individual requires more than 20 one-way trips per rolling 12-month period, the doctor will need to request additional rides through Southeastrans. Additional trips may be approved on a case-by-case basis.

Emergency transportation does not require prior authorization through Southeastrans. If emergency transportation services are needed, call 911.

Programs and systems change often. It is important to ensure that you are using the most current information. This fact sheet was updated July 2021. Please check http://inf2f.org/fact_sheets for the most recent edition.

Supported in part by funding from the Health Resources and Services Administration (HRSA).