

We partner with MCO's in the state for transportation for their members by:

- Taking the members' calls

- Verifying the members' eligibility

- Scheduling their trips in our system

- Credentialing transportation providers

- Sending the trips to Providers to complete the trips

- Pay the Providers for completing the trips

Members that have coverage through a Bayou Health Plan can utilize Medicaid NEMT services for all Medicaid covered medical appointments.

Their brokerage sets up transportation for the member in one of 3 ways:

Gas Reimbursement (Friends and Family)

Public Transit

Transportation Provider

How do we coordinate Transportation for Members of the Bayou Health Plans?



Bayou Health Plan Name	Member Services/Grievance Line	Transportation Reservation Line	Transportation Brokerage
Aetna Better Health	1-855-242-0802	1-877-917-4150	Logisticare
AmeriHealth Caritas Louisiana	1-888-756-0004	1-888-913-0364	Southeastrans
Healthy Blue	1-844-521-6941	1-866-430-1101	Logisticare
Louisiana Healthcare Connections	1-866-595-8133	1-855-369-3723	Logisticare
United Healthcare Community	1-866-675-1607	1-866-726-1472	National Med Trans

Southeastrans Confidential Material



Discussion

 **SOUTHEASTRANS**
DRIVING THE FUTURE OF TRANSPORTATION MANAGEMENT