

**Georgia Department of Human Services  
Division Of Family and Children Services  
Non-Emergency Medical Transportation**

People enrolled in the Medicaid program need to get to and from health care services, but many do not have any means of transportation. The Non-Emergency Medical Transportation Program (NEMT) provides a way for Medicaid recipients to get that transportation so they can receive necessary medical services covered by Medicaid.

**How do I get non-emergency medical transportation services?**

If you are a Medicaid recipient and have no other way to get to medical care or services covered by Medicaid, you can contact a transportation broker to take you, if you are eligible for NEMT services. In most cases, you must call three days in advance to schedule transportation. Urgent care situations and a few other exceptions can be arranged more quickly. Each broker has a toll-free telephone number to schedule transportation services, and is available weekdays (Monday-Friday) from 7 a.m. to 6 p.m. All counties in Georgia are grouped into five regions for NEMT services. A NEMT Broker covers each region. If you need NEMT services, **you must contact the NEMT Broker serving the county you live in** to ask for non-emergency medical transportation. See the chart below to determine which broker serves your county and call the broker's telephone number for that region.

**What if I have problems with a NEMT broker?**

The Department of Community Health (DCH) monitors the quality of the services brokers provide, handling consumer complaints and requiring periodic reports from the brokers. DCH also performs on-site evaluations of the services provided by each broker. If you have a question, comment, or complaint about a broker, **call the Member Call Center at 886-211-0950.**

Region	NEMT Broker & Phone Number	Counties Served
North	<b>Verida (formerly Southeastrans)</b>  Toll free 1-866-388-9844 Local 678-510-4555	Banks, Barrow, Bartow, Catoosa, Chattooga, Cherokee, Cobb, Dade, Dawson, Douglas, Fannin, Floyd, Forsyth, Franklin, Gilmer, Gordon, Habersham, Hall, Haralson, Jackson, Lumpkin, Morgan, Murray, Paulding, Pickens, Polk, Rabun, Stephens, Towns, Union, Walker, Walton, White and Whitfield
Atlanta	<b>Southeastrans (formerly Southeastrans)</b> 404-209-4000 <i>Note: For Georgia Families 360°</i> 1-866-991-6701	Fulton, DeKalb and Gwinnett
Central	<b>ModivCare (formerly LogistiCare)</b>  Toll free 1-888-224-7981	Baldwin, Bibb, Bleckley, Butts, Carroll, Clayton, Coweta, Dodge, Fayette, Heard, Henry, Jasper, Jones, Lamar, Laurens, Meriwether, Monroe, Newton, Pike, Putnam, Rockdale, Spalding, Telfair, Troup, Twiggs and Wilkinson
East	<b>ModivCare (formerly LogistiCare)</b>  Toll free 1-888-224-7988 <i>Note: For Crisis Stabilization Units and Psychiatric Residential Treatment Facilities</i>  1-800-486-7642 Ext. 461 or 436	Appling, Bacon, Brantley, Bryan, Bulloch, Burke, Camden, Candler, Charlton, Chatham, Clarke, Columbia, Effingham, Elbert, Emanuel, Evans, Glascock, Glynn, Greene, Hancock, Hart, Jeff Davis, Jefferson, Jenkins, Johnson, Liberty, Lincoln, Long, Madison, McDuffie, McIntosh, Montgomery, Oconee, Oglethorpe, Pierce, Richmond, Screven, Taliaferro, Tattnall, Toombs, Treutlen, Ware, Warren, Washington, Wayne, Wheeler and Wilkes
Southwest	<b>ModivCare (formerly LogistiCare)</b>  Toll free 1-888-224-7985	Atkinson, Baker, Ben Hill, Berrien, Brooks, Calhoun, Chattahoochee, Clay, Clinch, Coffee, Colquitt, Cook, Crawford, Crisp, Decatur, Dooly, Dougherty, Early, Echols, Grady, Harris, Houston, Irwin, Lanier, Lee, Lowndes, Macon, Marion, Miller, Mitchell, Muscogee, Peach, Pulaski, Quitman, Randolph, Schley, Seminole, Stewart, Sumter, Talbot, Taylor, Terrell, Thomas,