



Check the back of your member ID card if you aren't sure which plan you're in.


Anthem HealthKeepers Plus
Offered by HealthKeepers, Inc.


SOUTHEASTRANS
DRIVING THE FUTURE OF TRANSPORTATION MANAGEMENT



Need a ride?

We'll help you get there.



AVA-MEM-0905-18

We're a click or call away.

If you have any questions, call our Member Services team Monday through Friday, from 8 a.m. to 8 p.m. at:



Medallion Medicaid:
1-800-901-0020 (TTY 711)

CCC Plus:
1-855-323-4687 (TTY 711)

Or visit us online at
www.anthem.com/vamedicaid.



Call toll free for translation or oral interpretation at no cost/Llame a la línea gratuita para servicios de traducción o interpretación sin cargo:
1-800-901-0020 (Medallion Medicaid, FAMIS);
1-855-323-4687 (CCC Plus); TTY 711.

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Get a lift with us

If you're a Medallion 4.0 (Medallion Medicaid) or CCC Plus member*, we'll help you get to:

- Medical and dental visits.
- The pharmacy to pick up medicine.
- Ongoing care appointments.

For more details, look online at www.anthem.com/vamedicaid.

*Medical rides are **NOT** a benefit for FAMIS members at this time.

Schedule your ride

We contract with Southeastrans to help you get where you need to go. To set up your ride, just follow these steps:

- 1 **Call Southeastrans five business days in advance of the requested date for medical appointment transportation.**

Medallion Medicaid:
1-877-892-3988 (TTY 711)

CCC Plus:
1-855-325-7581 (TTY 711)

Please have your member ID number, address, date and time of your appointment ready when you call.

Remember to write down your confirmation number in case you need to refer to it later.



- 2 **Let them know if you have any special transportation needs.**



Tell Southeastrans if you need a wheelchair lift, stretcher or help with walking, so they have what you need when they come to pick you up. Let them know if your appointment involves a child less than 8 years old and **be sure to bring your own car seat or booster seat.**

- 3 **Go ahead and schedule a return trip if you know when your appointment will be over.**



Southeastrans will pick you up within an hour. If you don't know how long you'll be, just call them when your appointment is over.

If you have a medical emergency, call 911.

Extra trips, just for you

As an extra benefit to your regular medical rides, we offer three additional round trips every three months, or 12 trips annually, to grocery stores, farmers markets and local community events depending on which plan you're in.

See the chart below for more details.



Get rides to:	FAMIS	Medallion Medicaid	CCC Plus
Grocery stores	x	x	x
Farmers markets	x	x	x
Food banks	x	x	x
Medical appointments		x	x
Pharmacies		x	x
Libraries			x
Places of worship			x
Hair salons or barber shops			x
Government offices			x
Local health and wellness activities			x

Recurring transportation needs

If you have a need for recurring rides to critical services like dialysis, substance abuse treatment and adult day care, your provider should contact Southeastrans. They'll then fill out a form that will be approved for a three-month period of time. Southeastrans will ask the provider to fill out another form before the current one expires.

Medical rides for waiver members

If you're an ID or DD waiver member in CCC Plus, you'll continue to use LogistiCare through the Department of Medical Assistance Services (DMAS) fee-for-service for all waiver-related needs. We'll cover Southeastrans transportation for acute services like hospital visits, physician appointments and rides to the pharmacy. Contact your care coordinator for more details.

Rules of the road

Escorts: One escort, age 18 or older, can ride with you if there's room and if its medically needed. An adult is always allowed to escort a child. If you're bringing an escort, you must let Southeastrans know when you schedule your appointment.

Be ready: Please be ready up to **15 minutes early** to meet your driver. They may arrive 15 minutes before or after your scheduled pickup time.



Curb-to-curb service: Wait in front of, or as close as possible, to the entrance of the pickup location to meet your driver. Drivers will help you from this point to enter and exit the vehicle. For your safety, drivers aren't allowed inside a home or medical office.

If you're a CCC Plus member: We offer *door-to-door service* if you need help moving from the vehicle to the entry way of the destination. We also offer *hand-to-hand service* if you need help moving between the hands-on care of your care giver and that of another provider.

If you want to see a provider who is located outside of our round trip limits and there's an appropriate provider in our plan who is accepting new patients, we won't cover your ride. We'll review exceptions on a case by case basis.

FAQs

Who can call to reserve my ride?

You, a relative, your caregiver or your care coordinator can call to reserve your ride.

What if my appointment is canceled or rescheduled?

Please call Southeastrans right away. They'll help you reschedule your ride.



Could a driver be reimbursed for gas mileage if I get a ride from a friend, family member or caregiver?

Yes, Southeastrans will provide gas reimbursement if a personal car is used. To receive reimbursement, call Southeastrans five business days in advance of your appointment date. You'll receive the reimbursement form by mail or fax. Your provider must sign the form to verify the appointment. You have 30 days from the date of your appointment to submit the form, and we may take up to 14 days to process your reimbursement.

What is considered a round trip?

A round trip is comprised of two trips (one pickup and one drop-off per trip). You'll be picked up, transported to the desired destination and returned to the starting location. In urban areas, a round trip cannot exceed 30 miles. In rural areas, a round trip cannot exceed 60 miles.

What if I have a complaint?

If you're not happy with your ride service, you can file a complaint directly with Southeastrans. They'll work with you to resolve the issue.

Who do I call if my ride is late?

Call Southeastrans if your ride has not arrived within 15 minutes of your pickup time. For live status of an existing reservation, call 1-877-892-3988 (TTY 711) if you're a Medallion Medicaid member and 1-855-325-7581 (TTY 711) if you're a CCC Plus member. You'll need your ride confirmation number.