

Medicaid Transportation



Children'sSM
Healthcare of Atlanta

How can I use Medicaid transportation?

By law, you may use Medicaid transportation to get:

- Health care treatment
- A health care evaluation
- To your home after being discharged from the hospital
- Prescription medicines
- Medical equipment

What information do I need when I call to set up transportation?

Have the information listed below ready to share with the customer service representative. This will help speed things up.

- Your child's full name, phone number, address, date of birth and county of residence (where he or she lives)
- Medicaid number as it appears on your child's Georgia Medicaid card, or your child's Social Security number
- An emergency contact name and phone number
- The address and phone number of where you are going, as well as the doctor's name and health care facility name
- Your child's mobility status (whether the child walks, uses a wheelchair or needs a stretcher)
- Any special needs (like needing oxygen or an escort)
- Your child's room number (only if he or she needs a stretcher)

What else do I need to know?

Keep in mind these helpful tips when setting up Medicaid transportation for your child:

- Set up Medicaid transportation three weekdays ahead of all outpatient visits.
- Call from 7 a.m. to 6 p.m. to set up transportation.
- You can set up more than one ride at the time of your call.
- **Note:** Hospital discharges do not require a three-day advance notice. The pickup time for a hospital discharge can be from 30 minutes to three hours from the time of your call.
- Your child's escort must be 18 years or older. There is no fee for the escort.
- There is no copay required for non-emergency transport.

Where can I find more information?

In order to help you, the regions are listed on page 2. Find the county where you live, and call the number listed to set up transportation.

Regions

North

- **Phone number:** 866-388-9844 or 678-510-4555
- **Counties served:** 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

- **Phone number:** 404-209-4000
- **Counties served:** Fulton, DeKalb and Gwinnett

Central

- **Phone number:** 888-224-7981
- **Counties served:** 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

- **Phone number:** 888-224-7988
- **Counties served:** 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

- **Phone number:** 888-224-7985
- **Counties served:** 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, Tift, Turner, Webster and Worth

This handout contains general information only. Talk with your child's doctor or a member of your child's healthcare team about specific care of your child.

