

# Medicaid transportation

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**Children's**<sup>SM</sup>  
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 lives)
- Medicaid number as it appears on his 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 he 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 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 3 week days 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.
- **Please note:** hospital discharges do not require a 3 day advance notice. The pick-up time for a hospital discharge can be from 30 minutes to 3 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 co-pay 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 in which 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.**

