



Medicaid
Non-Emergency
Medical Transportation
(NEMT) Member Guide

For Louisiana Medicaid Members

A photograph of a woman with curly hair, smiling broadly while sitting in a car. A large, semi-transparent blue circle is overlaid on the image, partially obscuring her face and the car's interior.

*Let's
Ride!*

 www.verida.com

January 2023

Connecting Life to Health



Our Mission

To provide transportation management solutions that deliver the highest levels of quality and satisfaction to our consumers, while offering exceptional value, performance, and responsiveness to our contracting agencies.

Louisiana Medicaid Non-Emergency Medical Transportation Program at a Glance

Non-Emergency Medical Transportation is provided to Louisiana Medicaid Members who require transportation assistance to Medicaid or Medicare-billable healthcare services and have no other means of transportation.

Verida, Inc. provides this service to Louisiana Medicaid Members who live in parishes located throughout the State of Louisiana.



This is a shared-ride service. Therefore, you may be riding with other passengers picked up at or near your pick-up location.

If you require extra assistance for a medical reason, you may request one adult escort to accompany you. Your escort **MUST** be present at your pick-up and drop-off location. **Escorts MUST be requested when scheduling the appointment.**



Transportation services are available in your home community.

Travel outside your home community is available only when you need specialized services that are not available within your community.



Making Transportation Arrangements

Call Verida to arrange transportation services to covered medical appointments at least 48 hours in advance of the appointment date. You can schedule trips up to 30 days in advance (business days do not include Saturday, Sunday, and approved state holidays).

When Scheduling Transportation...

Please have the following information ready for the Customer Service Representative when you call:

- Your full name, phone number, address, date of birth, and PARISH of residence.
- Your Medicaid number as it appears on your AmeriHealth Caritas Louisiana Card.
- An emergency contact's name and phone number.
- Specify any special needs (oxygen, escort) when scheduling an appointment and PARISH of residence.



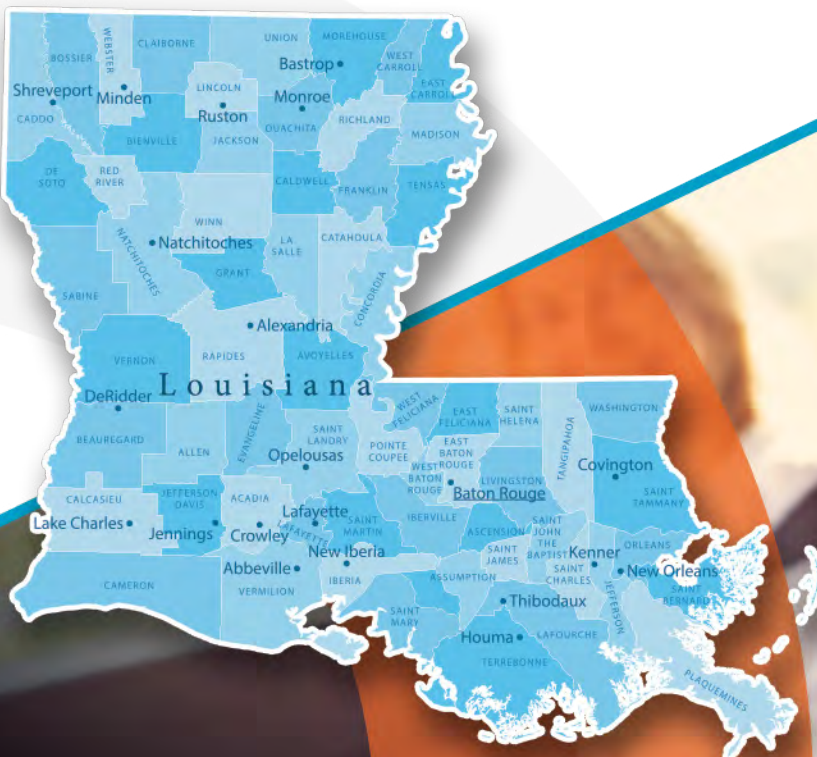
Member Portal (ONLINE)

As an option, you can schedule your trips using our member portal. Start by filling in the registration form at member.verida.com to set up your account. If you have an account, simply log in. Then start scheduling your trips.

It's that easy!



Louisiana SERVICE AREAS



Making Transportation Arrangements (Cont.)

Destination Information Needed...

- The address, phone number and doctor's name or the medical facility you are being transported to
 - Your mobility status (walking, wheelchair, stretcher)
 - Your room number (for stretcher only)**
 - An emergency contact's name and phone number
- ** You will not be allowed to remain on the transportation provider's stretcher while receiving treatment. The transportation provider must leave you at your appointment destination and will return when you notify them that you are ready for return transportation.
- If you are not ready upon driver's arrival, driver will only wait 10 minutes.
 - If you are unable to attend your appointment, please cancel by calling Verida **BEFORE** the pick-up time.
 - You **MUST CALL** the contact center after their appointment is complete to **REQUEST PICK-UP**. Provider has **ONE HOUR** from pick-up request time to return to your location.



Helpful Hints for Members

- * *If public transportation is identified as an available means of transport for you but your medical condition keeps you from using public transportation, please contact us immediately.*
- * *If you haven't heard from your provider within 30 minutes of notification, please call us toll-free at 1-888-913-0364, option 2.*
- * *You should be prepared to share your ride with others and make multiple stops during your transport.*
- * *Be patient, traffic and weather can delay your provider.*
- * *You are only able to carry one bag onto the vehicle; bag must fit in your lap...no exceptions.*

Know your Rights & Responsibilities



What to Expect from Your Driver

- Drivers should be wearing an ID badge.
- Transportation vehicles should be marked with their company name.
- When picking up, drivers are only required to wait 10 minutes.
- Provider has one hour from your “I am ready to return home” call to pick you up
- Drivers must transport safely and follow all traffic laws

If the provider fails to meet any of these standards please contact Verida at the contact numbers on the right.



The Verida Team

While Verida strives to provide the highest-level of service possible, we realize unforeseen things can sometimes happen. In situations where you have transportation or provider issues, please contact:

CUSTOMER SERVICE:
(888) 913-0364

FOR ADDITIONAL ASSISTANCE:

Where's My Ride:
(888) 913-0364 (#2)





At Our Core

Verida believes in building a better service for you...

**Member
Focused**

**Forward
Thinking**

Frequently Asked Questions

Q. What if the vehicle is more than 15 minutes late?

A. Call the Dispatch Center directly at 1-888-913-0364, option 2; to speak with an agent.

Q. What is Urgent Care?

A. Urgent care transports are trips that must occur without the normal 48 hour notice. For example, a hospital discharge or admission could be considered urgent care. If your doctor calls and requests that you come to his office immediately because of an illness or other matters that cannot wait, you are eligible for an urgent care transport.

