

Transportation

Verida

Formerly Southeastrans

Administers the non-emergency transportation benefit for Optima Community Care (OCC) members.

Benefits

- Non-emergency transportation for OCC members
- Transport to and from medical appointments with a participating provider
 - FAMIS members do not receive non-emergency transportation
- Members are limited to two (2) escorts during transport
- Trips exceeding 50 miles out of state will require case manager pre-approval
 - Exception Children’s Hospital of D.C., Children’s Hospital of Pennsylvania, or Duke in North Carolina

Hours of Operation

- Monday–Friday 6 a.m.–6 p.m.
- Weekends and on New Year’s Day, Memorial Day, Independence Day, Labor Day, Thanksgiving, and Christmas
- Urgent and Same Day reservations available 24 hours daily
- “Where’s My Ride” available 24 hours daily
- Routine transportation appointments scheduled for Saturday and Sunday and weekdays after 5 p.m. allowed for regularly scheduled appointments to providers who routinely see patients during these time frames

Hospital Admission/Emergency Room Visits

Members may be transported from home to hospital **only if being admitted**

Members needing to go to the emergency room **must call 911**

Emergency ambulance services are not included in the transportation benefit

How It Works

- Members call to schedule pick up for “will call” return trips:
 - **OCC Members** call 1-877-892-3986
 - Members may schedule using the Member Portal.
- Select **Option #1** – “Where is my Ride”
- Facilities may schedule using the Facility Portal. Contact Verida if you would like to set up an account
- **MUST** book at least five (**5**) business days in advance of the appointment, unless it is an urgent trip which will be verified. May book up to 30 business days in advance. Weekends and holidays do not count toward these days.
- For all “**Standing Order**” trips (regular weekly/daily transportation to a facility or appointment), the provider’s office or case manager must submit a written request on behalf of the member. Typically, behavioral health, adult day care, dialysis, and chemotherapy-related appointments.
- Gas Reimbursement
 - Members must request gas reimbursement at least five (**5**) days prior to being eligible for reimbursement consideration
 - **Verida** determines the correct mileage through their transportation management system
 - Mileage is pre-populated on the form
 - Provider office signature **REQUIRED**

Standing Orders

- Access Standing Order or Standing Order Change Forms at: verida.com/virginia-facilities.
- Fax form to 1-404-581-5543 at least **5 days** prior to first date of transport
 - **Call** to schedule individual trips if member needs transport sooner before standing order goes into effect
 - Allow 24 hours after the form is sent to confirm receipt
- Fill out forms **completely** and **legibly**
- **Print** and **sign name**
- Questions may be directed to any standing order representative on the facility line at 1-844-856-7908

Important Information to Include

Information that needs to be included in a standing order request:

- Does member require hand-to-hand, door-to-door, or curb-to-curb?
- Does member require wheelchair assistance or other special instructions (such as bariatric, seizure precautions, behaviors, etc.)?
- Does member have special language and/or other communication requirements?

Minor Travel Documentation Requirements

- Members under 18 years of age must be accompanied by a parent, legal guardian, or family-approved adult, unless an emancipated minor (can be a pregnant minor).
- Minors between 13 and 17 years of age may travel alone to Medicaid-paid program services if a **Consent for Minor Travel Form** signed by the parent or legal guardian is on file with **Verida** prior to the date of transport.
- If a parent, legal guardian, or family-approved adult is not available to accompany a child 12 and under, **Verida** shall arrange transportation with a provider that can provide an appropriately trained attendant based on the child's individual needs.

Registering a Complaint

- **Option #1 (Preferred) –**
 - **OCC Members** call 1-877-892-3986 Members are empowered to escalate to a **Verida** supervisor when necessary
- **Option #2** Member contacts Optima Health Member Services
 - **OCC Member** call 1-800-881-2166
- **Option #3** Third Party (outreach, case manager, business owner, Optima Health employee) files a complaint on behalf of member directly with **Verida**