

Provider Update

Virginia Premier and Southeastrans

Date: 3/1/2021

Applicable Plans: Virginia Premier Advantage Elite (D-SNP), Virginia Premier Elite Plus, and Virginia Premier Elite Individual (except FAMIS)

Effective March 1, 2021 Virginia Premier has partnered with Southeastrans (SET) to provide members with safe and reliable rides to and from medical appointments when there are no other options available.

If your Virginia Premier patients rely on you to schedule a ride, please note the following information:

How to Schedule

Providers call the Southeastrans Facility Line at 1-844-856-7908.

You may also schedule online via the facility portal. Contact Southeastrans if you would like to set up an account.

When your patient is ready to return home, they **MUST** call 1-800-727-7536 to be picked up within 45 minutes.*

Schedule at least five working days in advance. Weekends and holidays do not count toward these days.

We schedule 30 days out at a time.

You may schedule multiple rides at one time, as long as they are within the 30-day window.

Mention if your patient has needs such as oxygen, a wheelchair, or an escort. An escort may go with your patient if they have a medical reason for assistance.

Forms of transportation include:

- Mass/public transit - bus passes are available. Multiple trips in a short timeframe may result in a monthly or weekly bus pass.
- Mileage reimbursement (gas reimbursement) - Office staff may receive a request to sign a patient form, confirming that the appointment was completed.
- Volunteer drivers

- Ambulatory (e.g., sedan, van, or taxi)
- Wheelchair vehicle (ADA compliant)
- Rideshare services (e.g., Lyft) as approved
- Non-emergent Advanced Life Support (ALS)/Basic Life Support (BLS) or stretcher

A Letter of Medical Necessity is required for all ALS/BLS or stretcher.

How have Standing Orders changed?

Southeastrans manages Standing Order requests through their facility line and facility portal. Standing Orders for dialysis require recertification every 6 months and all other standing orders every 90 days.

What lines of business have NEMT as a benefit?

Virginia Premier Advantage Elite (D-SNP), Virginia Premier Elite Plus, and Virginia Premier Elite Individual (except FAMIS) lines of business have NEMT as a benefit.

*Hospital discharges can take up to 3 hours from time of call to the Southeastrans Facility Line.

Thank you,

Virginia Premier

