



April 7, 2020

**RE: Positive COVID-19 Transportation**

To all Dialysis Centers and Nursing Facilities:

In response to COVID-19 (coronavirus) outbreak, Southeastrans is continuously working to ensure all transportation needs are met. In partnership with our Dialysis Centers and Nursing Facilities, the health and safety of our members and providers is our top priority.

We will utilize Emergency Medical Services (EMS) for all COVID-19 positive patients. Please contact us directly to schedule these services and notify our agent of the COVID-19 positive status and the member's mobility status. We will then contact EMS to schedule the appropriate transportation. If your patient is dual eligible, you may contact an EMS provider directly for transportation to dialysis centers. However, we are happy to assist if the status is unknown.

If your patient's COVID-19 status has not been confirmed through testing, or they have not tested, but are symptomatic of COVID-19 or have had direct exposure, please continue to contact us to let us know. We will work with our existing transportation providers to coordinate transportation, but want to ensure drivers assigned know in advance to use personal protective equipment (PPE).

We ask that you share this information with your staff so that we can prepare to serve our members together. If you have any questions or need further assistance, please do not hesitate to contact us.

Thank you for your assistance,

**Sandra Lowe**

Indiana State Director | Southeastrans, Inc.