



Broker for Indiana Fee For Service Medicaid Non-Emergency Medical Transportation 2018

TECHNOLOGY

RELATIONSHIPS

INNOVATION

RESULTS



Southeastrans Confidential

Presentation Overview

- Company Overview
- Transition of NEMT services to Southeastrans
- How Does This Affect You?
 - Indiana Providers
 - Indiana Facilities
 - Indiana Members
- Contact Information
- Frequently Asked Questions (FAQs)

Company Overview

- More than 40 years experience in medical transportation services
- Executive leadership has EMS background
- 18 Years as Medicaid NEMT Broker
- Guiding principles
 - Invest in technology
 - Build strong relationships
- Southeastrans brand differentiation
 - Industry first mobile technology
 - Provider network relationships and support
- Approximately 3 million covered members
- Over 4 million trips annually



Why the Change?

- Planning for transition and implementation of the broker model for NEMT service has been ongoing by FSSA for four years
- Improve member experience through one access point for scheduling rides while eliminating the need to search for a transportation provider and guaranteeing a ride
- Improve driver and vehicle safety through thorough credentialing process
- Improve timeliness and quality of transportation services
- Provide better oversight of transportation services

Role of Southeastrans

- Ensure provision of NEMT to eligible Members
- Establish a network of qualified Transportation Providers
- Act as the scheduler for and arrange Non-Emergency Medical Transportation (NEMT) trips for FFS Members (285,000 of the 1.5M total IN Medicaid population)
- Operate Call Center Monday – Friday, 8am – 6pm for scheduling of non-urgent appointments and 24/7 availability for Hospital discharges
- Credential providers, report NEMT utilization to FSSA, process Prior Authorizations if necessary, and track and report quality and compliance issues to FSSA and/or Program Integrity unit
- Provide reimbursement to the NEMT providers through established claims process

Transition Period June 1 – June 30

- Southeastrans began providing NEMT services June 1, 2018
- There will be a 30 day transition period from June 1, 2018, to June 30, 2018
- IHCP-enrolled transportation providers will be able to continue accepting ride requests directly from FFS Medicaid members.
- Transportation providers will be responsible for verifying member eligibility and obtaining PA for trips if required.
- All transportation services rendered for FFS members will be reimbursed through SET through EFT payments*.

*Providers who render transportation services during the 30-day period, but are not contracted with SET must provide SET with an employer tax identification number, a W-9 tax form, and an ACH deposit form to support the electronic payments

Moving Forward July 1 and after

- All transportation rides must be scheduled through Southeastrans and transportation providers must have a leg number approval prior to wheels rolling
- Transportation providers must be in the credentialing process and sign a rate agreement with SET to accept rides and receive payment from SET (90 day claim filing period)

How Does This Affect You? ...As A Provider

Provider Resources

- Regular regional provider meetings
- Mobile Technology provided by Southeastrans
 - One iPad per vehicle at no charge*
 - Data plan at no charge
 - All software no charge
- Driver training classes provided in regional locations

*Supplied based on based on volume of 10 total legs and 2 legs per registered vehicle

Provider Requirements

- Must be contracted with Southeastrans in order to provide service
- Must complete Southeastrans' initial and annual credentialing processes
- Must be Medicaid enrolled providers and maintain certification and revalidation with FSSA
- Must carry appropriate insurance
- Trips will not be reimbursed if not scheduled with Southeastrans prior to wheels rolling

Reservation and Assignment Process

- Members call Southeastrans to schedule trips to appointments
(If a member calls a provider directly for transportation, they MUST be redirected to contact our call center)
- Southeastrans verifies eligibility
- Southeastrans assigns the trip to the nearest, most appropriate, transportation provider
- Trips are assigned approximately 5 days in advance
- Urgent trips with less than 2 days notice will result in a phone call to the provider for verbal acceptance of the trip
- If the member has a preferred provider, that provider will be assigned the trip, based on capacity and availability



Electronic claims submission via web portal

- Paperless process
- Claims can be submitted on the same date of service

How Does This Affect You? ...As A Facility

Transportation Arrangements

How to Access and Use Our Services

When calling to arrange medical transportation, first...

- Member's full name, phone number, address, date of birth and COUNTY of residence
- Member's Medicaid number as it appears on their Indiana Medicaid Card

Second...

- Include address, phone number and doctor's name or the medical facility where the member is being transported
- Member's mobility status (ambulatory, wheelchair, BLS/ALS)
- Member's room number (for BLS/ALS only)
- An emergency contact's name and phone number



Transportation Arrangements

As an option...

Get easy online trip scheduling via our Facility Portal

Our facility portal gives you the ability to:

- Book trips
- Manage standing orders
- Complete attendance reports
- Search for Trips

*Available for utilization in July



Process for Discharges

Hospital Discharges and Urgent Care Requests are scheduled as follows:

- Medical facility calls Southeastrans to request transportation – service must occur within 3 hours of this requests
- Urgent Care Dispatch Representatives enter the request
- Representative verifies the member's eligibility
- Dispatcher schedules the trip with an appropriate transportation provider
- Representative obtains an estimated time of arrival from the provider
- Representative provides the facility with the transportation provider name, ETA, and trip confirmation number

Facility and EMS Provider Process for Obtaining Approval for Transports

Facility and EMS Provider Relationships

Southeastrans recognizes that many medical facilities use their own transportation or have a preferred provider relationship with an EMS provider. Often this EMS provider provides ambulance, wheelchair and ambulatory transportation. In order to assure a smooth transition to a true broker model, Southeastrans and FSSA have agreed to adopt a “transitional period” for such medical facilities. It is essential that the facilities and EMS providers carefully follow the process below or they will not be paid for transports. The process below will assure a Leg ID is provided prior to the transport. Without this Leg ID, obtained from Southeastrans, the EMS provider will not be paid for the trip.

1. EMS providers will have the opportunity to join the Southeastrans (SET) network while still utilizing established communication lines until October 1, 2018.
2. Between July 1 and September 30, 2018, EMS Providers and medical facilities that have an established preferred provider relationship or provide their own transportation can contact Southeastrans’ new dedicated Facility Dispatch line to obtain a trip number for trips they will be providing to members directly.
3. The agent will confirm the Medicaid Eligibility of the member. If the member does not show up on the State’s Medicaid Eligibility roster, the agent will not authorize the trip and will not give a Leg ID.
4. The EMS provider will then document the trip Leg ID on the HCFA 1500 form for ambulance trips and the TRF form for wheelchair and ambulatory trips when submitting the trip for payment.
5. Southeastrans will then match up the trip Leg ID with the documentation and authorize the clean claim to be paid.

How Does This Affect You? ...As A Member

Helpful Tips for Members

Things your Members should know...

- Public Transportation can be an option. Southeastrans provides a member a ticket or bus pass to use public transportation for their trip when eligible.
- If a member has not heard from the provider within 30 minutes of notification for their return, please call us.
- Members should be prepared to share their ride with others and make multiple stops during their transport.
- Be patient. Traffic and weather can delay a member's provider.
- Riders may only be able to carry one bag onto the vehicle; bag must fit in rider's lap. This depends on the medical condition of the member.
(ex. Additional medical equipment may be required like an oxygen tank)

Toll-Free Reservation Line: 1-855-325-7586

option 1 - Customer Service
option 2 - Where's My Ride
option 9 - Spanish

Southeastrans Indiana Office
5285 Lakeview Parkway South Drive
Indianapolis, IN 46268

Key Contacts

State Director	Karen Mullenix.....	1-317-613-0850.....	kmullenix@southeastrans.com
Provider Relations Manager	Vacant.....	1-317-613-0851.....	
Call Center Manager	Aretha Andrew.....	1-317-613-0855.....	aandrew@southeastrans.com
Lead Compliance Officer	Larry Lee.....	1-317-613-0854.....	llee@southeastrans.com
Provider Line / Dispatch Line		1-855-325-7611.....	inDispatch@southeastrans.com
Call Center Assistant Mgr	Michael Hanner.....	1-317-613-0855.....	mhanner@southeastrans.com
Claims Manager	Lakessia Hall.....	1-678-510-4575.....	lhall@southeastrans.com
Claims Inquiries			inclaims@southeastrans.com
Director of Finance	Ronda Walker.....	1-678-510-4579.....	rwalker@southeastrans.com
iPad or iPortal Support			isupport@southeastrans.com
Member Reservation Line		1-855-325-7586 (option 1 customer service, option 9 Spanish	
Where's My Ride Line		1-855-325-7586 (option 2)	
Facility Line		1-855-325-7588	

FAQs

Q.1. How does SET NEMT service differ from the current Indiana fee-for-service 9-1-1 downgrade policy?

A. Providers should follow the same 911 downgrade system as currently set forth by FSSA. SET will accept 911 downgrades and reimburse the providers per the rate schedule.

*A 1500 form should be submitted to SET with “911 downgrade” written in box 23.

FAQ

Q.2. Are there new NEMT rates through SET?

A. Southeastrans' NEMT rate schedule is based on the FFS rate schedule. Each NEMT provider will need to sign a Southeastrans rate agreement with the appropriate rates for their respective transportation provider type.

FAQ

Q.3. Are hospital discharges excluded from NEMT?

A. No. Hospital discharges must be called into SET just like any other transport. SET will work closely with the hospital to find the closest, most appropriate provider to provide the transport and will work to respect current preferred provider relationships, where applicable.

FAQ

Q.4. Are interfacility transfers emergent or non-emergent?

A. Any non-emergent inter-facility transfer should be scheduled through SET. All emergent transfers should use 911 or the usual protocol for management of emergent transfers. SET does not broker any emergency transport services. Neonatal ambulance transports will be considered emergency.

FAQ

Q.5. Will SET pay retro-active eligible members' NEMT claims?

A. Retro-active eligible members' NEMT claims will only be paid for those individuals who become eligible for dates of service June 1 – June 30, 2018 and for whom the transportation provider submits a clean claim to SET due to the “grace period” and the possibility a member may schedule with a provider directly. Effective July 1, all transportation will be scheduled with SET. If an individual is not eligible on the date for which a transportation service is requested, the request will be denied for member ineligibility. For this reason, retro-active eligibility will not be a factor effective July 1, 2018.

FAQ

Q.6. What phone number should I refer members to if they call me to schedule a trip?

A. The phone number call is 1-855-325-7586 or online at <https://member.southeastrans.com/>

Additional Resources

To download materials referenced in today's town hall, please visit: <https://www.southeastrans.com/indianatownhalls>

Any questions?

Indiana Provider FAQs

Communicating with Southeastrans is an important part of ensuring your trips run smoothly. Below are some of our most Frequently Asked Questions that give you guidance on managing issues that may arise during the business day. Remember that many of your questions can be answered by referring to your Provider Handbook and other guides and manuals given to you during training and orientation.

1. Who is my main point of contact when I have problems I can't resolve using guides and materials you've provided?

The Provider Relations Manager is here to support you and your company. There are two Corporate members of our team who are your best points of contact in the interim while we recruit a Provider Relations Manager. They are:

- Andrew Tomys atomys@southeastrans.com cell – 770-362-4839
- Tammie Sanford tsanford@southeastrans.com cell – 404-977-8666

2. What is the best way to contact the Provider Relations Manager?

E-mails are the best option since the Provider Relations Manager can forward the issue if input is needed from other departments.

Calling or texting is a good option if a quick response is needed as sometimes the Provider Relations Manager can text, but cannot talk on the phone at that time. Contact Andrew Tomys or Tammie Sanford until a permanent Provider Relations Manager is on-board.

3. What are the types of services provided to members?

Curb-to-curb transport

The passenger waits outside their home, waiting for the driver arrive. The driver will pull up and stop in front of the curb and assist the passenger onto the vehicle if they require it. Once they arrive at the destination, they will assist the passenger out of the vehicle if needed before driving away.

Door-to-door transport

Door-to-door service includes everything described above, but includes assisting the passenger to/from the door of their residence or destination. On the ride back, the rider will assist the passenger all the way back to their door. Going the extra twenty steps or so ensures the safety of passengers and offers them peace-of-mind knowing that they will have assistance throughout the entirety of the trip.

Hand-to-hand transport

Hand-to-hand service includes everything described above, but includes receiving the passenger from a caregiver and handing them off to a caregiver at the drop-off. This service is for members who do not have an escort but are too vulnerable to be left to navigate alone.

Bed-to-bed

Bed-to-bed transport is always the case for passengers who are transported on a stretcher. The EMS crew will transfer the passenger from their bed to the company's stretcher for the transport and then will transfer the passenger from the company's stretcher to the receiving facility's bed for treatment.

4. How long can a member be on our vehicle?

The Member must not be on the providers vehicle longer than 45 minutes more than the average travel time for direct transport from point of pick-up to destination . Example: If the trip takes 15 minutes, the member cannot be on the vehicle longer than 1 hour. .

5. What is considered being on-time for a member drop off?

*Providers shall deliver Members to their destinations on time for their scheduled appointments
Example if the appointment is at 9:00 am 9:01 is late.*

6. What is considered a No-Show?

*It is considered a **member no show** when the provider is at the correct address for 10 minutes and the member is not available for pickup. This must be reported to Southeastrans Dispatch or recorded on the iPad. Drivers not using the iPad must be released by Southeastrans Dispatch prior to leaving to avoid possible liquidation.*

*It is considered a **provider no show** if the driver does not arrive for pickup at the correct address in such time as to get the member safely and timely to their appointment.*

7. How soon are manifest available for me to see?

Providers can see their manifests 14 days in advance through the portal. We recommend reviewing your manifest at least once a day. When reviewing your manifest, you should be looking at all your trips for the next week as trips are added throughout the day.

8: What happens to the manifest if I'm assigned a trip in less than the 2 days?

If a trip is assigned to you and the trip pickup time is less than 24 hours out, the manifest will be updated immediately. You will receive a call to accept this trip verbally before it is added to your manifest.

If the trip pickup time is less than 48 hours out but more than 24 hours from when it is assigned to you, it will go within the next 4-hour timeframe. These updates are sent at 8am, 12pm, 4pm 12a, and 4am. You will receive a call to accept this trip verbally before it is added to your manifest.

If the trip pickup time is more than 48 hours from the time it is assigned to you, it will go out with the midnight (12am) update.

9. How do I send back trips we don't want? *When sending back any trips that you cannot accommodate you must give, at least 2 business days notice so we can find transportation for the member. Saturdays, Sundays and holidays are not business days. Please refer to the table in your Provider Handbook for the dates to send back trips to avoid possible liquidations.*

10. Who do I contact when having issues with my iPad?

If portal and iPad issues arise we have a team of experts that are ready to help resolve issues. The best way to get your issue resolved is to e-mail isupport@southeastrans.com. If you copy your Provider Relations Manager, they will be able to follow-up and assist if necessary.

11. Can I access multiple pickup and drop off records at the same time on the iPad?

Unfortunately, you can only access 1 pickup or drop off record at a time

12. I pressed 'Done' on the iPad, but I see an hour glass. What should I do?

This means the device has poor reception. The record will upload once the iPad is in an area with better reception.

*Continue with your next appointment. **Do not press 'Done' again. Pressing "done" again can often lead to having the claim denied.***

13. My pickup or drop off records are still on the iPad.

This means the pickup or drop off records weren't successfully completed. Submit the missing record on a paper trip reimbursement form (TRF) and delete the record from the device.

14. Can I get the member's signature en route to the drop off destination?

No. Our application is GPS-driven and will record the geocode of the location when tapping on Member's Signature. All records must be completed at the time and point of pickup and drop off.

15. I am using the same device a previous driver was using and I do not see my trips listed.

The device could still be signed in under another driver. Tap on the gear on the top left corner and choose Logout. Then log in using your id.

21. Who is my claims rep and what is their contact number?

The IN Claims Account Representatives are:

- Adrian Colbert acolbert@southeastrans.com Desk Phone – 678-510-4576
- Emily Wells ewells@southeastrans.com Desk Phone – 404-305-3521
- You can also send your claims issues to INclaims@southeastrans.com.

22. What are the space and time denials? Define SDV and STV.

The SDV denials are incurred when the driver did not hit done at the point and time of service. STV denials are incurred when the driver mixes up A or B Leg records. This error will cause a large time stamp variance on the Leg. When resubmitting your claims, you should correct and initial any times or mileages if needed. Provide an explanation to the best of your abilities as to what cause the SDV/STV denial.

23. Why is my deposit different than my pay period report?

If your reimbursement amount differs from the reimbursement reports, you may have contractual deductions. The descriptions of the deductions are reflected on your check stub or direct deposit advice.

24. When will my direct deposit show in my account?

Direct deposits should reflect in your account on the reimbursement date, or on the following business day. Contact your financial institution for the time funds will be available. Your Financial Institution may apply additional restrictions.

25. I certified a trip and now it shows an invalid trip ID. Why?

After 60 days Leg IDs in the iPortal will shift to an "Unknown" status and reflect as invalid. This is because the iPortal stops talking to our main system after 60 days. It is very important to submit all claims and try to have them completely reconciled before 60 days. Otherwise you will need to rely on reviewing your reimbursement reports for the status of Leg IDs older than 60 days.

26. Where can I find denial codes, and what do they mean?

A: Denial codes are located on the Portal in the Knowledge Base.

(<https://southeastrans.zendesk.com/entries/23479796-Current-Claim-Denial-Codes>)

27. How long do I have to resubmit corrections to a denied claim?

Resubmission of denied or disputed claims must be received within thirty (30) days of denial date for consideration.

28. Where can I get an understanding of all the terms related to claims denials?

Please refer to your Provider Handbook for detailed information and definitions for claims denial terms and codes.

29. How can I get more trips?

- *Look at the available trips in your portal.*
- *You may want to talk to the Provider Relations Manager about expanding your service days/hours*
- *Make sure you get your members to their appointments on time, providers who have consistent issues with their on-time performance will be assigned less trips*
- *Avoid complaints. Members who have consistent valid complaints with your service can request not to be assigned to your company again..*

30. When do I report an injury?

Immediately. You should call your compliance team to report an accident/incident/injury immediately.

Follow up with a written accident/incident report within 24 hours.

31. I received a Request for Explanation (RFE), what is it?

- *An RFE is a Request for Explanation. This means Southeastrans has received an inquiry or that someone has reported a potential concern and we want to get your side of the story.*
- *Please be sure to complete the entire RFE before returning it.*
- *You must return the completed RFE within 24 hours of receiving it.*

32. Who do I contact if I have issues with a member?

Our Quality Assurance department is here to help ensure quality transportation for our members and to help our Providers when needed. If you have an issue with a member contact:

The Indiana Quality Assurance Team at in-qa@southeastrans.com

33. What phone number should I refer members to if they call me to schedule a trip?

The phone number for members to call is 855-325-7586

34. What phone number do I call if I have a problem that will cause a member to be late to their appointment?

The Provider Dispatch phone number is 855-325-7611. Dispatch is staffed 24/7/365. This number is for providers only, please do not share it with members or facilities.

35. How do I set up my company to receive my reimbursement by direct deposit?

You should download the ACH Deposit Form from the Southeastrans provider portal and email it to electronicpayment@southeastrans.com

36. 2) How does SET NEMT service interface with the current Indiana fee-for-service 9-1-1 downgrade policy?

Providers should follow the same 911 downgrade system as currently set forth by FSSA. SET will accept 911 downgrades and reimburse the providers per the rate schedule. EMS Providers will submit 911 Downgrades on the Health Insurance Claims Form (HICF Form/1500), identifying these claims by placing "911 Downgrade" in box 23.

37. 3) Are there new NEMT rates through SET?

- *Southeastrans' NEMT rate schedule is very similar to the FSSA rate schedule. Each NEMT provider will need to sign a Southeastrans rate agreement detailing the appropriate rates. Contact the IN Provider Relations Team if you have specific questions about rates.*

Andrew Tomys atomys@southeastrans.com cell – 770-362-4839

Tammie Sanford tsanford@southeastrans.com cell – 404-977-8666

38. 4) Are hospital discharges excluded from Southeastrans NEMT?

No. Hospital discharges must be called into Southeastrans just like any other transport. Southeastrans will work closely with the hospital to find the closest, most appropriate provider to provide the transport and will do our best to respect current preferred provider relationships, where applicable.

39. 5) Are interfacility transfers emergent or non-emergent?

Any non-emergent interfacility transfer should be called in to Southeastrans. All emergent transfers should be processed by calling 911 or the usual process for management of emergent transfers. Southeastrans does not provide any emergency transport services.

40. Who is eligible for a ride?

Southeastrans will determine eligibility of members by checking the State Medicaid database before assigning a ride. NEMT services are available to Traditional Medicaid members (you may also see this called "fee-for-service" Medicaid). This includes any member who is NOT in a managed care program such as Hoosier Healthwise, Hoosier Care Connect or the Healthy Indiana Plan.



ATTENTION: Indiana FSSA Medicaid Members
DATE: June 1, 2018
SUBJECT: Transportation for FSSA Traditional Medicaid Members

On June 1, 2018, the State of Indiana made changes to your Non-Emergency Medical Transportation (NEMT) program to make it easier for you to set up your transportation needs. For the month of June, this process will transition to the new program, which is run by a company called Southeastrans. This means your medical team, hospitals, doctors offices and you may continue may continue to arrange your own transportation as you have in the past until July 1st. We do not want members to miss their appointments so even if you do not use Southeastrans, please contact your regular transportation provider. Members should follow the process below:

What does this change mean for me?

The Indiana Family and Social Services Administration (FSSA) has contracted with Southeastrans to manage all non-emergency transportation services for Indiana fee-for-service Medicaid Members beginning June 1, 2018, however, if you want to contact your regular provider for a transport, you can for the month of June.

During the month of June, if you have not been able to get your trip scheduled with Southeastrans, you can still contact the transportation provider you have used before to take you to your appointment in June. But all trips for appointments in July must be scheduled through Southeastrans. You will not be able to call your transportation provider directly after June 30th.

Where do I call to schedule my ride?

The Southeastrans **Reservation Line, 1-855-325-7586** is available Monday – Friday from 8am – 6pm.

- press option 1 for Customer Service
- press option 2 for “Where’s My Ride”
- press option 9 for Spanish

How far in advance do I need to call?

You may call as far in advance as 30 days, however, you need to call at least 2 business days before your appointment to schedule a ride for all routine appointments.



Can I schedule a trip online?

Yes. Go to the Southeastrans Member Portal at <https://member.southeastrans.com/Account/Login> to register. It is easy to login to see your scheduled trips and schedule new trips. You can also cancel a trip, or seek help from a Southeastrans representative. Members cannot use the online portal to schedule trips until the pickup and dropoff addresses are in your trip history.

What kinds of appointments are eligible for transportation?

Southeastrans can schedule a ride to medical services that are covered by Medicaid. This includes trips to the dentist, doctor, dialysis, and others. This starts with 20 one-way trips per 12-month period. More trips are provided when your doctor requests them through Southeastrans. If you have questions you can call our Reservation Line.

What do I need to schedule a ride when I call Southeastrans?

You will need:

- ✓ Member's ID, full name, and date of birth
- ✓ Phone number where the member can be reached
- ✓ Pick-up address, including zip code
- ✓ Name and address, including zip code, of the doctor's office or medical service where you need to go
- ✓ Telephone number of the doctor's office or medical service
- ✓ Appointment date and time
- ✓ Any special needs you may have (wheelchair, walker, vision-impaired, etc.)

When should I be ready?

When you schedule your ride, you will be given an estimated time to be ready for your pick-up based on how far you must travel to your appointment.

What do I do after the appointment is over?

Call the Southeastrans Reservation Line at 1-855-325-7586, then press Option 2 to let us know you are ready to return home. We will contact your Transportation Provider for the ride home.

**What if I need an urgent trip?**

Southeastrans can set up a trip with less than two days' notice if you have an urgent appointment that could not be scheduled in advance. The urgent need must be verified by your doctor, which we will take care of for you. Call Southeastrans if you need to set up an urgent trip.

What do I do if my ride is late picking me up?

Call **"Where's My Ride" at 1-855-325-7586** (press option 2)

What if I need a trip to a pharmacy?

If you need to stop at a pharmacy on the way home from your medical appointment, call Southeastrans or ask your driver to contact Southeastrans to add a pharmacy stop. A pharmacy stop on the way home will not count as a separate trip. If you need to schedule a standalone trip to a pharmacy, call Southeastrans to set up the trip. A standalone trip to a pharmacy will count as one of your initial 20 trips.

Claims Frequently Asked Questions

Claims Representative

How can I schedule an appointment/phone conference with my Claims Specialist?	<p>We have Claims Accounts Reps that are here to assist with all claims concerns. They are available by phone and/or by mail. Please see below:</p> <ul style="list-style-type: none"> • Adrian Colbert (phone) 678-510-4576; (email) acolbert@southeastrans.com • Emily Wells (phone) 404-305-3521 (email) ewells@southeastrans.com
Who is my rep and contact number?	<p>The Claims Specialist positions are subject to change; therefore, all requests should be sent to the generic email folder for your state. inclaims@southeastrans.com</p>

Reimbursement

What to do if I transported a member that is not listed on my manifest?	<p>If you are transporting members that are not on your manifest, please be sure to complete the Trip Reimbursement Form for these members as well as the Completed Trip Detail Log. This log will provide the information need to enter these transports into our system for reimbursement.</p>
Will I have to wait until the next week to be paid if I miss the paperwork delivery deadline?	<p>Contact your Director/Regional Manager to request all processing exceptions.</p>
What are the space and time denials? Define SDV and STV.	<p>The SDV denials are incurred when the driver did not hit done at the point and time of service. STV denials are incurred when the driver mixes up A or B Leg records. This error will cause a time stamp variance on the Leg. When resubmitting, correct and initial any times or mileages if needed. Provide an explanation to the best of your abilities as to what cause the SDV/STV denial.</p>
Why are my "no- shows" getting denied?	<p>If you do not follow the Mobile Device (iPad)/TRF No Show process and arrive at the location within the allotted time, the trip will be denied.</p>

Why wasn't I paid the special rate I agreed upon?	The special rates are negotiated by Dispatch and should be reflected on the updated manifest. If the rate you agreed to is not indicated on your Manifest, please contact the Dispatch Manager immediately.
Why is my deposit different than my pay period report?	If your reimbursement amount differs from the reimbursement reports, you may have contractual deductions. The descriptions of the deductions are reflected on your check stub or direct deposit advice.
When will my direct deposit show in my account?	Direct deposits should reflect in your account on the reimbursement date, or on the following business day. Contact your financial institution for the time funds will be available. Your Financial Institution may apply additional restrictions.
I certified a trip and now it shows an invalid trip ID, Why?	After 60 days Leg IDs in the iPortal will shift to an "Unknown" status and reflect as invalid. This is because the iPortal stops talking to our main system after 60 days. It is very important to submit all claims and try to have them completely reconciled before 60 days. Otherwise you will need to rely on reviewing your reimbursement reports for the status of Leg IDs older than 60 days.
Where can I find denial codes, and what they mean?	Denial codes and Denial Reference Guide are located on the Portal in the Knowledge Base. See attached instructions. (https://southeastrans.zendesk.com/entries/23479796-CurrentClaim-Denial-Codes)
Reimbursement Documentation	
How long do I have to submit a clean claim?	Timely submissions are defined as claims received within 90 calendar days from the date of service.
Can I fax in my paperwork instead of delivering them to the office?	All initial claim forms should be mailed into the Atlanta Claims Office. Resubmits can be faxed, emailed or mailed into the office.
Can I get copies of the paperwork I submit?	If you forget to make copies of your paperwork and have already submitted your claims, you may request a copy by sending an email to the Claims email folder. For example: INclaims@southeastrans.com .
Can I resubmit documents with correction fluid?	Correction fluid denials typically cannot be resubmitted, but may be submitted for review and final consideration. Make corrections by putting a single line through the error, make the correction and initial.
When can new providers expect their first reimbursement?	When the trips are submitted timely, the 1st reimbursement typically takes 3-4 weeks from your start date. All claims are reimbursed according to the date received

How do I resubmit my denied trips?	Follow the attached process for Resubmitting a Denied Claim. (https://southeastrans.zendesk.com/entries/80940305-ResubmittingDenied-Claims)
How long do I have to resubmit a trip?	The timely filing guidelines are located on the reimbursement schedules and in the provider-specific contract.