

911 Downgrade Procedure for EMS Providers in Indiana

The following process is for EMS providers to be reimbursed for 911 trips that have been downgraded to Non-Emergency transportation.

Processing 911 Downgrades:

1. EMS Providers will submit 911 Downgrades to Southeastrans on the Health Insurance Claims Form (HICF Form/1500). These claims are identified when “911 Downgrade” is indicated in box 23. The provider will need to make sure the following items are documented on the form:
 - a. Actual Pick-Up time
 - b. Actual Drop -Off time
 - c. Actual Pick-Up Odometer Reading
 - d. Actual Drop-Off Odometer Reading
2. Claims are received in the Southeastrans mail room, then logged and date stamped.
3. Once the log-in process has been completed, claims are forwarded to the identified Call Center Agent (CCA) responsible for recording 911 downgrade trips.
4. The CCA will confirm member eligibility. If the member is eligible, the CCA will enter the trip into Insight, then assign the trip to the appropriate provider in the trip management system.
5. If the member is not eligible, the CCA will enter the transport but canceled the trip in system for member ineligibility. A Claims Specialist will process the trip in a denied status. The provider will be notified of the denial with the following denial code on the reimbursement report:
 - a. 911-MNE (Member Not Eligible)
6. Once all trips associated with 911 downgrades are entered, the CCA will provide the updated claims to a Lead Claims Specialist for processing or assignment to a Claims Specialist I or II.
7. The EMS provider will be reimbursed for paid claims on the next reimbursement pay period for providers.
8. The EMS provider will be able to access the trip information on the Southeastrans Provider web portal once the claim is processed in the system.

EMS Providers should contact Alicia Black, Claims Administrator, if they have any questions. Her contact information is listed below:

Email: ablack@southeastrans.com

Phone: 678-510-4567