

Claims Frequently Asked Questions

Claims Representative

<p>How can I schedule an appointment/phone conference with my Claims Specialist?</p>	<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
<p>Who is my rep and contact number?</p>	<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

<p>What to do if I transported a member that is not listed on my manifest?</p>	<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>
<p>Will I have to wait until the next week to be paid if I miss the paperwork delivery deadline?</p>	<p>Contact your Director/Regional Manager to request all processing exceptions.</p>
<p>What are the space and time denials? Define SDV and STV.</p>	<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>
<p>Why are my “no- shows” getting denied?</p>	<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.