



Fee-For-Service NEMT Provider Kickoff Meeting 2018

TECHNOLOGY

RELATIONSHIPS

INNOVATION

RESULTS



Key Contacts

State Director
Karen Mullenix

Phone: 317.446.3728
Email: kmullenix@southeastrans.com

Provider Relations Manager
Patti Mager

Phone: 317.671.2249
Email: pmager@southeastrans.com

Provider Questions & Applications

DriveIN@southeastrans.com

Credentialing/Compliance

INCompliance@southeastrans.com

Company Website

www.southeastrans.com

Temporary Office:
Until May 1st
5555 W. 73rd Street, /suite 5559
Indianapolis, IN 46268

Permanent Office:
Effective May 1st
5285 Lakeview Parkway S. Drive
Indianapolis, IN 46268

Agenda

- Welcome
- Company Overview
- Provider Resources
- Provider Credentialing
- Mobile Technology
- Claims and Payments
- Question and Answer Session



Welcome

Welcome



It is my personal pleasure to welcome you to our Provider Network and share some exciting information about our company, Southeastrans, and the innovative transportation management solutions we've created over the last 18-years in the Non-Emergency Medical Transportation Industry.

I founded Southeastrans after a 26-year career in the ambulance industry on the belief that medical transportation should be more than just a ride to the doctor's office. Transportation is a vital link in the chain of medical care for millions of Medicaid and managed-care members across our country. Our team strives to ensure that link is never broken.

It is our commitment to provide the best in scheduling, logistics, training, and industry-first mobile technology so that your trips run efficiently. Our Provider Network team is here to help in making NEMT the best that it can be in Indiana.

I encourage you to work with us in keeping communication lines open and striving to provide a quality experience for our members. I believe we can.

Southeastrans is revolutionizing the way we do business every day and we look forward to forging strong, industry-changing relationships.

Steve Adams – *Founder & CEO*



Company Overview

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

Corporate Structure

Our Executive Leadership Team

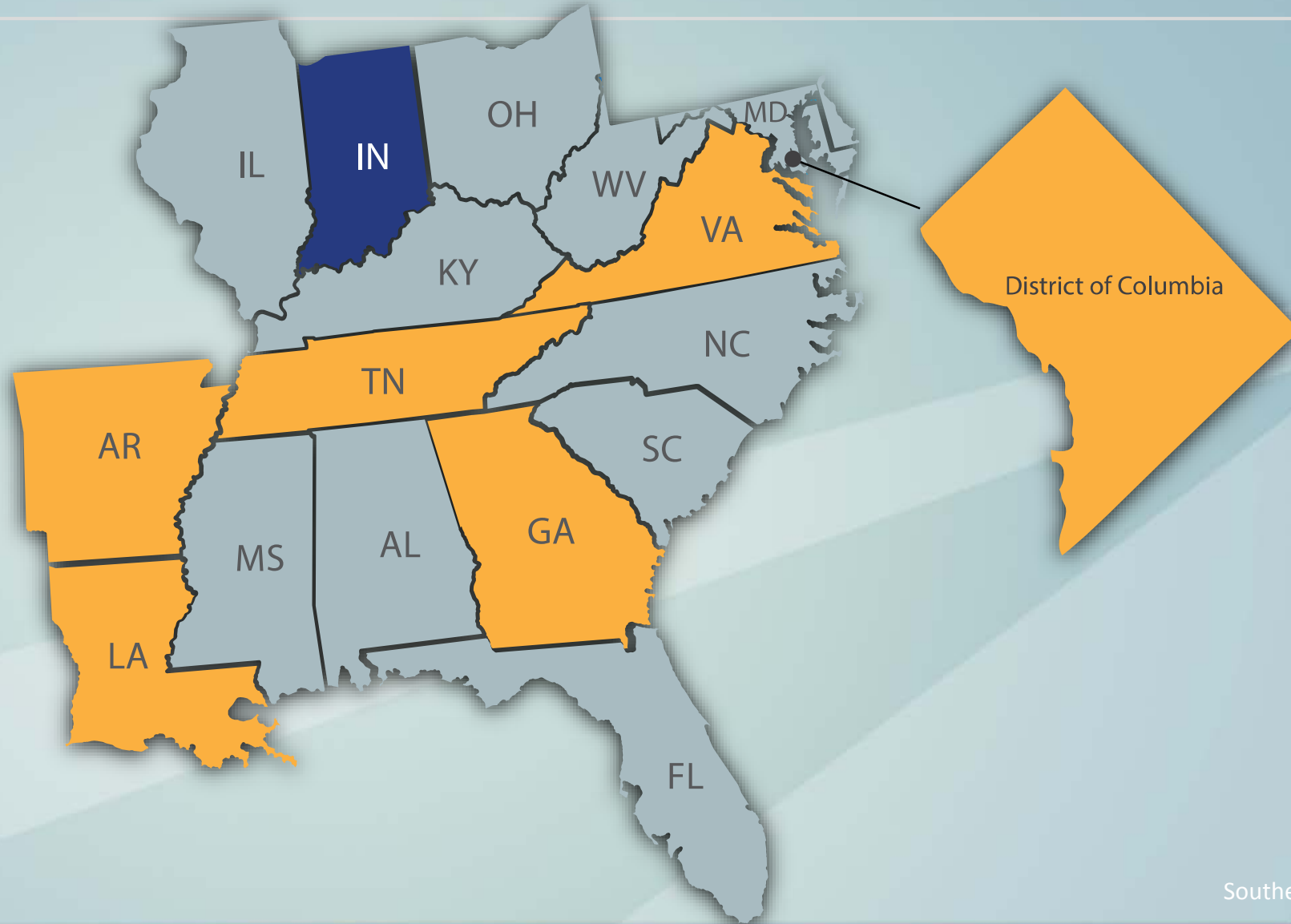
- Steve Adams – Chief Executive Officer
- Rob Zachrich – Chief Operating Officer
- Benjie Alexander – Chief Administrative Officer
- Jim Degliumberto – Chief Information Officer
- Gary Kinard – Chief Financial Officer
- Cathy Missildine – Chief Human Resources Officer
- Lisa Leach – Vice President, Operations
- Chris Lee – General Counsel
- Andrew Tomys – Corporate Network
Development Director



Our History



Southeastrans Contract Map





Provider Resources

Provider Resources

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



Provider Credentialing

Provider Credentialing

Step 1 | Submission of Request for Qualifications Application, Driver and Vehicle List

- All interested transportation providers must complete and submit a Request for Qualifications form, Driver List, and Vehicle List.
- Southeastrans will review applications to determine if there is a need for new transportation providers in the region where you are located.
- If a need exists within your service area, Southeastrans will contact you for an interview and request that you proceed with Step 2 of the application process.

Provider Credentialing

Step 2 | Submission of Required Documents

- If a need exists for transportation services in the proposed area, Southeastrans will request additional documentation to ensure compliance with our NEMT Provider contracting requirements.
- The additional areas of documentation include, but are not limited to, the following:
 - Business documents including verification of liability insurance coverage
 - Driver credentials
 - Vehicle Credentials
- Driver credentials completed within the last six months may be accepted, subject to approval by Southeastrans.

Provider Credentialing

Step 3 | Vehicle Inspections and Driver Training

- After the transportation company provides evidence of compliance with all contracting requirements, all vehicles under consideration to operate within Southeastrans' network must pass a comprehensive safety inspection.
- All drivers must successfully complete all required training (First Aid, CPR if applicable, Defensive Driving, Passenger Sensitivity and Customer Service Training, Spill Kit Training, Proper Lift Techniques, Wheelchair Securement, and Driver Orientation). Southeastrans will provide training free of charge. Drivers with proof of training within the last 12 months may be accepted, subject to approval by Southeastrans.

Provider Credentialing

Step 4 | NEMT Provider Orientation & Contracting

A Provider orientation session includes:

Overview of the NEMT Program

Vehicle requirements

Procedures for handling accidents

Driver qualifications

False Claims Act

Driver Conduct

Use of Attendants

Scheduling procedures

Urgent Care Transportation

Trip Assignments

Reimbursement Procedures

Documentation requirements

Procedures for handling complaints

Privacy and Security of Member

Information

IHCP covered services



Mobile Technology

NET InSight™ Mobile Technology

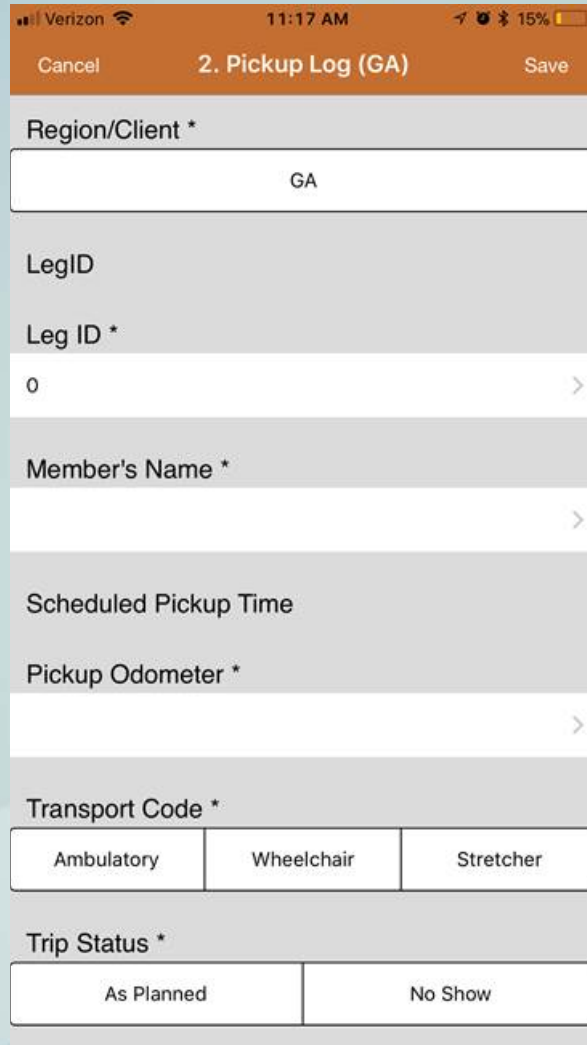


“One of Georgia’s two NET brokers has made innovative use of technology by distributing mobile mini-tablets with customized proprietary software to all assigned drivers. The software enhances the contractors’ ability to detect, deter, and prevent fraud activities within the broker’s contracted coverage area.”

2014 Georgia Medicaid Comprehensive
Program Integrity Review



Mobile Technology

A screenshot of a mobile application interface for logging pickups. The screen is titled "2. Pickup Log (GA)" and has "Cancel" and "Save" buttons at the top. The form includes several fields: "Region/Client *" with a dropdown menu showing "GA"; "LegID" and "Leg ID *" with a dropdown menu showing "0"; "Member's Name *" with a dropdown menu; "Scheduled Pickup Time" and "Pickup Odometer *" with dropdown menus; "Transport Code *" with three buttons: "Ambulatory", "Wheelchair", and "Stretcher"; and "Trip Status *" with two buttons: "As Planned" and "No Show". The interface is clean and uses a light gray color scheme with orange accents for the header and buttons.

Verizon 11:17 AM 15%

Cancel 2. Pickup Log (GA) Save

Region/Client *

GA

LegID

Leg ID *

0 >

Member's Name *

>

Scheduled Pickup Time

Pickup Odometer *

>

Transport Code *

Ambulatory Wheelchair Stretcher

Trip Status *

As Planned No Show

- Mature and Proven Process
 - 6+ years of use
 - 3,500 iPads/mobile devices used
 - 11 million trips run through iPads
- Simple user interface
- Minimal driver data entry
- Embedded GPS and Turn-by-Turn directions for added driver convenience
- Fully customizable form elements
- Electronic signature capture technology

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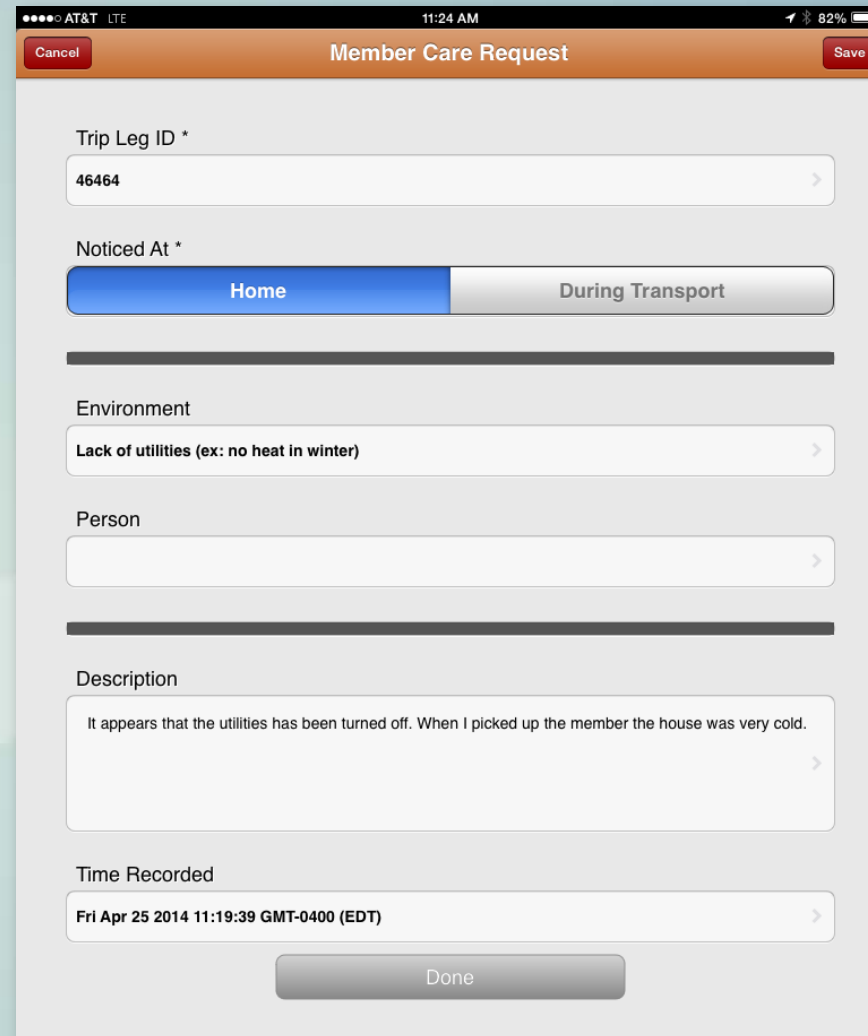
Member Care “Gatekeeper” Program

A means for NEMT drivers to report member concerns identified:

- ✓ abuse
- ✓ environmental
- ✓ self-neglect
- ✓ vulnerability

Notifications are sent to the appropriate parties for further intervention.

Identifying people for intervention through services that may assist in improving their well-being and reducing the need for emergency intervention



The screenshot shows a mobile application interface for reporting member concerns. At the top, there's a status bar with 'AT&T LTE', '11:24 AM', and '82%' battery. Below it is an orange header bar with 'Cancel' and 'Save' buttons, and the title 'Member Care Request'. The form contains several fields: 'Trip Leg ID *' with the value '46464'; 'Noticed At *' with two tabs, 'Home' (selected) and 'During Transport'; 'Environment' with the text 'Lack of utilities (ex: no heat in winter)'; 'Person' with an empty field; 'Description' with the text 'It appears that the utilities has been turned off. When I picked up the member the house was very cold.'; and 'Time Recorded' with the timestamp 'Fri Apr 25 2014 11:19:39 GMT-0400 (EDT)'. A 'Done' button is at the bottom.



Claims and Payments

Claims and Payments

- Dedicated Claims Representative for personalized service
- 100% of clean claims payments are routinely processed within a 15-day payment cycle for services rendered
- Providers paid weekly
- EMS can use HCFA 1500 Forms
- Speed of payment increases with iPad trip documentation



- Electronic claims submission via web portal
 - Paperless process
 - Claims can be submitted on the same date of service

Questions

