



## **Non-Emergency Medical Transportation Provider Frequently Asked Questions**

On June 1, 2018, the Indiana Family and Social Services Administration began working with Southeastrans to manage all non-emergency transportation for 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.

Please find on the following pages answers to commonly asked questions regarding non-emergency medical transportation for Traditional (fee-for-service) Medicaid members.

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### **Transportation Providers**

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 available on the provider portal.

#### **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. We have two Provider Relations Managers, Kristy Swoveland – Central and Northern region. She can be reached via cell phone at 765-602-6004. For the Southern region please email [DriveIN@Southeastrans.com](mailto:DriveIN@Southeastrans.com).

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

With E-mail correspondence you can include many details and it has been found to be the best way to contact the Provider Relations Manager. They can forward the issue if input is needed from other departments.

Calling or texting is a good option if a quick response is needed. But keep in mind that sometimes the Provider Relations Manager can text, but cannot talk, or vice versa at that time.

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

#### **Curb-to-curb transport**

The passenger waits outside their home, waiting for the driver to 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 and not leave until the member safely enters the doorway of the destination.

#### **Door-to-door transport**

Door-to-door service includes everything described above and also 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. Drivers do not function as caregivers or escorts and are not required to wait during the members appointment.

#### **Bed-to-bed transport**

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 in 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 in 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 or before for their scheduled appointment time. Example: If the appointment is at 9:00 a.m. 9:01 a.m. is late.

### **6. What is considered a Member No-Show?**

It is considered a member no-show when the transportation 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 before leaving the pick-up location. Drivers not using the iPad must be released by Southeastrans Dispatch prior to leaving to avoid possible liquidation.

### **6. What is considered a Provider No-Show?**

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 manifests available for me to see?**

Providers can see their manifests 30 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 8 am, 12 pm, 4 pm, midnight, and 4 am. 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 update.

## **9. How do I send back trips we don't want?**

When declining to provide trips that you cannot accommodate, you must give at least 2 business days' notice for Southeastrans to 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 please e-mail [isupport@southeastrans.com](mailto:isupport@southeastrans.com).

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

You can only access one (1) pickup or drop off record at a time.

## **12. I pressed 'Done' on the iPad, but I see an hourglass. What should I do?**

This means the device has poor internet reception. The record will upload once the iPad is in an area with better reception. The driver should never press the 'Done' button on the iPad a second time.

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

## **13. Why are my pickup or drop off records still on the iPad?**

This means the pickup or drop off records were not 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. What do I do?**

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

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

For claims inquiries please contact us via Zendesk which can be accessed via the provider portal.

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

The SDV denials are incurred when the driver did not press the “DONE” icon 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.

**18. 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.

**19. 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.

**20. 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 will not update 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.

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

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

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

**22. 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.

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

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

**24. 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, transportation 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.

**25. When do I report an injury?**

Immediately. You should call the Provider Dispatch line at 855-325-7611 to report an accident/incident/injury immediately. Follow up with a written accident/incident report within 24 hours.

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

- A Request for Explanation indicates Southeastrans has received an inquiry or someone has reported a potential concern and we want to obtain and document 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.

**27. 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 [INQA@southeastrans.com](mailto:INQA@southeastrans.com)

**28. 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.

**29. 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 strictly for transportation providers only. Facilities should call the Healthcare Facility Line at 1-855-325-7588.

**30. 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 along with a copy of a voided , blank business check to [electronicpayment@southeastrans.com](mailto:electronicpayment@southeastrans.com). Starter checks are not permitted.

### **32. 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 at [DriveIN@Southeastrans.com](mailto:DriveIN@Southeastrans.com) if you have specific questions about rates.

### **33. Are hospital discharges excluded from Southeastrans NEMT?**

No. Hospital discharges must be called into Southeastrans just like any other non-emergency medical transports. 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. Southeastrans has 3 hours to pickup hospital discharges. All other pickups, excluding standing orders, SET has 1 hour.

### **34. Are interfacility transfers emergent or non-emergent?**

Non-emergent interfacility transfer's are not a brokered service through 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.

### **35. 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. Medicaid non-emergency transportation should only be used when there are no other means of transport available to the member. Public Transportation and Gas Reimbursement are covered NEMT options for eligible members.

### **36. How does Southeastrans determine medical necessity for stretcher transports?**

Southeastrans call center representatives ask the caller what type of mobility is required for the member. SET does not determine medical necessity. The facility or member is responsible for accurately reporting and requesting the correct mobility type. If BLS or ALS mobility types are requested on behalf of the member, Southeastrans will request a Letter of Medical Necessity be completed by a nurse for a one-time occurrence or a Physician, Nurse Practitioner, or Physician Assistant for recurring trips. A Letter of Medical Necessity (LMN) can be placed on file for a period of six months.

### **37. How are canceled trips communicated to providers?**

Canceled trips are sent via email manifest notifications. If the trip is canceled less than two hours prior to the member's pickup time, a call center agent will notify the transportation provider by phone.

### **38. If Southeastrans calls and requests our service for the transport of a member suspected of not requiring stretcher transport, should we ask Southeastrans to clarify that they are specifically requesting stretcher transport?**

Transportation Providers can contact our dispatch 24/7 with questions regarding trips. Southeastrans welcomes feedback from providers regarding fraud, waste, and abuse. If Fraud, waste, or abuse is suspected a provider can email [reportfraud@southeastrans.com](mailto:reportfraud@southeastrans.com)

**39. Who do we send our invoices to at Southeastrans?**

All claims should be sent to the following address:

Southeastrans, Inc.  
Attention: Claims  
4751 Best Road, Suite 300,  
Atlanta, GA 30337

**40. Which claim form should I use?**

Traditional Provider – NEMT Only (not EMS) – please use the Trip Reimbursement Form (TRF) only.  
EMS Providers - NEMT trips please use the CMS 1500 Health Insurance Claim Form (HICF).  
EMS Providers – If the mobility type is ambulatory or wheel chair use the TRF.  
ALS / BLS Trips – please use the CMS 1500.

**41. If a patient didn't apply for Medicaid until after transport and Medicaid approves them retroactively to the Date of Service, will the provider be reimbursed?**

If the individual is not Medicaid eligible on the date the trip was requested, the transportation provider may schedule and handle the trip with no guarantee of Medicaid payment. If/when the member becomes retroactively Medicaid fee-for-service eligible and was eligible on the date the trip was provided, then the provider may submit a Trip Reimbursement form and Completed Trip Detail Log for non-EMS providers, or the 1500 form for EMS providers, to SET for claims payment. These forms are available on the Southeastrans website.

**42. How do new transportation providers learn the procedure for processing claims?**

Southeastrans conducts claims training every week for new providers. Please contact Claims (678)-510-4567 to schedule your training.

**43. If my client is qualified and I have a Trip ID, but the client didn't understand how to request transportation, may I still file a claim for the trip?**

No. All trips must be prior authorized by Southeastrans to be eligible for payment. Providers must have a LEG ID to submit for reimbursement.

**44. Where do I find the instructions on how to submit claims electronically?**

There are multiple ways to submit electronic claims all of which are covered during provider portal and iPad training classes. You may also find information on the Southeastrans website at [www.southeastrans.com](http://www.southeastrans.com).

**45. Will Southeastrans trainers provide a roster of training class attendees?**

Yes. Upon completion of the two-day class.

**46. When are drivers eligible to perform trips?**

Drivers must meet all credentialing requirements before being made active. Credentials include: Request for Qualifications, Business License/Retail Merchant License, Employer Identification/IRS Form, W-9 Form, Copy of Corp, LLC or Inc, Cert of Amendment, Disclosure of Ownership form, LPI# - IHCP Verified Provider... For more details regarding credentials request or review your Indiana Contracted Provider Checklist.

**47. When will there be dates for driver training in our area?**

[Compliance](#) coordinators assign driver training.

**48. Why can't magnetic signs be used on our vehicles?**

Per the provider agreement and in accordance with the Indiana Department of Public Safety, magnetic signs are not permitted. Magnetic signs can too easily be lost or removed. It is critical that members and facilities know of the transportation provider by signage on the vehicle.

**49. How will wheelchair securement be adequately covered in training class?**

Drivers for Southeastrans-contracted providers that provide wheelchair mobility transportation are trained in the Passenger Assistance Safety and Sensitivity (PASS) course. This program ensures that drivers have the current expertise in serving members with disabilities, including wheelchair securement.

**50. Will Southeastrans hold monthly driver training classes? May newly hired drivers perform trips while they are awaiting class?**

Training is a crucial part of the credentialing process to ensure member safety and security. Southeastrans does not grant training waivers, so newly hired drivers cannot perform trips before completion of classroom instruction.

**51. Will the driver drug screens at the time of hire suffice or will new ones be required?**

Southeastrans will accept drug screens that meet the contractual requirement that are no more than six months old.

**52. Can MediRoutes be used for scheduling and invoicing?**

Yes. Contact [isupport@southeastrans.com](mailto:isupport@southeastrans.com) to begin the integration process.

**53. When will providers receive the iPads?**

After completion of 200 trips in a one month period. Please continue to use the paper IN-Trip Reimbursement Form to document your Southeastrans trips until you receive iPads.



**54. When will androids tablets be available for use?**

Contact [isupport@southeastrans.com](mailto:isupport@southeastrans.com) to facilitate your needs.

**55. Is the iPad system needed if we have MediRoutes?**

No, iPads are not necessary for MediRoutes.

**56. Can the portal be categorized by BLS, wheelchair, or ambulatory?**

Yes, by downloading into Microsoft Excel and filtering/sorting by type.

**57. How does Southeastrans handle urgent trips?**

Urgent Care is defined as an unscheduled episodic situation, in which there is no immediate threat to life or limb, but the member must be seen on the day of the request and treatment cannot be delayed until the next day. Urgent trips include hospital discharges and appointments established by medical care providers allowing insufficient time for routine scheduling. Valid requests for urgent care transports shall be honored within three (3) hours of the time the request is made.

**58. How can facilities learn about Southeastrans and its policies and procedures?**

To learn more about Southeastrans and its policies, please visit the "[facilities](#)" page on the Southeastrans website, which includes important updates, frequently asked questions and facility forms. You may also contact the Facility Outreach Manager, Jodie Little at [jolittle@southeastrans.com](mailto:jolittle@southeastrans.com).

**59. Does Southeastrans reimburse for no-show trips?**

FSSA and CMS do not allow Southeastrans to reimburse for no-show trips.

**60. If we have registered our patients with an Excel spreadsheet, do we have to submit a standing-order form?**

Yes. Healthcare providers or medical facilities must submit a standing-order form to ensure members are properly registered.

**61. What if transportation providers are unable to meet the 3-hour window for discharges?**

Southeastrans should be informed immediately so that an alternate transportation provider may be assigned the trip.

**62. If an ambulance is owned and operated by a hospital, will Southeastrans accept the organization's Physician Certification letter as the letter of medical necessity?**

Yes, Southeastrans accepts the Physician Certification letter as a confirmation of medical necessity.

**63. Indiana Medicaid requires prior authorizations for transports over 50 miles. Will this regulation remain and, if so, will it go through Southeastrans?**

Yes. Southeastrans requires prior authorizations for all transports over 50 miles and coordinates the requests with the State's prior authorization vendor CMCS.

**64. What should providers tell members who would prefer to contact a provider directly instead of going through Southeastrans?**

Providers should give the member the Member Reservation Line number 1-855-325-7586 to call for a trip request. Medicaid non-emergency medical transportation should only be used when there are no other means of transport available to the member. Public Transportation and Gas Reimbursement are covered NEMT options for eligible members.

**65. Does Southeastrans encourage members to visit local facilities for their medical needs rather than taking trips out of town?**

Southeastrans schedules NEMT trips based on the member's individual medical requirements regardless of whether their trip is local or out of town.

**66. Can Southeastrans send trips with more than 5 days' notice?**

Yes. We are sending trips with 30 days' notice at this time.

**67. How far in advance can members schedule trips with Southeastrans?**

Non-urgent trips and initial standing order trips can be scheduled between 2-30 days in advance. Subsequent standing order trips may be booked up to 90 days out.

**68. Do transportation providers and members call the same number to schedule a trip?**

No. Transportation providers should not schedule trips. Only, members, members' representatives or facilities may schedule trips. It is a conflict and violation of CMS guidelines for a transportation provider to schedule their own trips.

**69. Can Southeastrans ask members for a return trip time from an appointment rather than a 2 hour will call?**

Each reservationist is trained to ask callers if they know the time they would like the driver to return to pick them up or if they would like to leave that time open. Many of the trips are repetitive in nature and scheduled return times are possible, but many are not. It is very difficult to be able to estimate accurately when a doctor's office will complete an exam or visit. A 2-hour window is applied, with "will call" indicated, as a standard of practice. This indicated on the manifest.

**70. If we are using paper manifests, is there a way to update the trip in the system ourselves?**

Unless you are using the Southeastrans application, you cannot update trips electronically. Trip modifications other than adding pickup and drop-off detail must be made by Southeastrans staff.

**71. If members give you a time frame for their appointment, will you schedule a specific time for the return trip?**

Yes. If a member has a set return time, we schedule that time as the B leg pickup time. In this case, “will call” will NOT be indicated on the manifest.

**72. We continue to receive trips that we've already turned back. Is there a way to prevent that?**

Yes. Please send trip examples to your Provider Relations Manager and we will review with our agents.

**73. Can we receive manifests via email any time a new trip is assigned? Can we opt to receive the emailed manifests (which also need to be protected) again?**

Notifications of manifest updates are delivered via email. The actual manifest with full trip details is available on the portal. If a provider is having trouble accessing or maneuvering within the portal, please contact [isupport@southeastrans.com](mailto:isupport@southeastrans.com) for assistance.

**74. Is there a way to turn back trips on the portal? (due to cancellations or no-shows)**

Mark cancellations and rider no-shows on your Trip Reimbursement Form. The turn back or Send Back feature on the portal is for use PREtrip for those trips that the provider cannot or will not accommodate.

**75. When confirming appointments, if the member or facility states the appointment time is different than manifest, does the member or facility need to call Southeastrans to make changes?**

Transportation Providers should call members directly to confirm trips. However, if the provider does find that information listed on the manifest is incorrect, they should direct the member or facility to contact Southeastrans.

**76. Will trips automatically assigned by Southeastrans stop without verification from the transportation provider that did not accept the trips?**

Advance trips assigned to providers' manifests are considered accepted unless the provider uses the “send back” feature on the portal to reject the trip within the proper time frames. Trips assigned to providers with 2 or fewer days' notice require verbal acceptance from the provider before being added to the manifest.