

# IHCP *bulletin*

INDIANA HEALTH COVERAGE PROGRAMS    BT201816    MAY 2, 2018

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## **IHCP to implement NEMT broker services for FFS members, effective June 1, 2018**

The Indiana Health Coverage Programs (IHCP) announced selection of a nonemergency medical transportation (NEMT) broker in *IHCP Bulletin* [BT201803](#), dated February 20, 2018. Southeastrans Inc. will broker NEMT services for most IHCP members served through the fee-for-service (FFS) delivery system. ***The NEMT Broker, Southeastrans, will begin brokering NEMT services to FFS members effective June 1, 2018. Southeastrans will begin accepting calls as of May 14, 2018, to schedule trips for dates of service (DOS) on or after June 1, 2018.***

### **NEMT provider network**

NEMT providers rendering brokered transportation services – including common carriers (ambulatory and nonambulatory), taxis, bus services, and ambulance services – must be enrolled as IHCP providers. Additionally, providers will need to contract with Southeastrans to be a part of their statewide NEMT network.

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***Providers interested in participating in the Southeastrans network should contact Tammie Sanford, Network Development Administrator via email at [tsanford@southeastrans.com](mailto:tsanford@southeastrans.com). Additional information about participating in the NEMT network can be found on the [Southeastrans website](#) at [southeastrans.com](http://southeastrans.com).***

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### **Benefit plan exemptions**

Most IHCP members receiving coverage benefits through the FFS delivery system will be required to have their NEMT services brokered through Southeastrans. Members who have the following FFS benefit plans will be exempt from this requirement and will continue to arrange transportation services directly with IHCP transportation providers:

- Package E – Emergency Services Only
- Family Planning Eligibility Program

Members eligible for transportation coverage through certain Healthy Indiana Plan (HIP) benefit plans or through the Hoosier Care Connect, Hoosier Healthwise, and Program of All-Inclusive Care for the Elderly (PACE) programs will continue to obtain transportation services through the managed care entity (MCE) with which the member is enrolled.

### **Provider exemptions**

For affected FFS members, some transportation services will be exempt from the requirement to broker the transportation through Southeastrans. Services in these instances will be arranged directly with the transportation provider:

- Transportation services provided by family members enrolled as IHCP providers will not be brokered.
- Transportation for **waiver services** provided to members enrolled in IHCP home and community-based services (HCBS) waiver programs will not be brokered. Note, however, that medically necessary nonemergency transportation for HCBS waiver members for **nonwaiver services** will be brokered through Southeastrans.
- Transportation services provided by school corporations will not be brokered
- Transportation for Medical Review Team (MRT) services will not be brokered.

### Prior authorization and benefit limits

Southeastrans will be responsible for obtaining prior authorization (PA) through Cooperative Managed Care Services (CMCS), as needed, for brokered NEMT services. Transportation providers will no longer be required to submit PA requests when the service is brokered through Southeastrans.

Current benefit limits and PA requirements for NEMT remain unchanged.

Units for NEMT services will continue to be monitored. Providers should refer to the transportation services section of the [Medical Policy Manual](#) and the [Transportation Services](#) provider reference module at indianamedicaid.com for detailed PA and benefit limit information.



### Claim processing

Claims for brokered NEMT services for FFS members for DOS on or after June 1, 2018, will be adjudicated by Southeastrans. Providers will submit claims as follows:

- **Contracted in-network providers** – In-network providers will submit claims electronically through an online solution provided by Southeastrans. Southeastrans provides training and technical assistance regarding online claim submission for providers participating in their network.
- **Noncontracted out-of-network providers** – Southeastrans will operate initially with an open network until an adequate statewide system of providers can be established. Out-of-network providers rendering NEMT services brokered by Southeastrans will submit paper *CMS-1500* claims to Southeastrans by mail at the following address:

**Southeastrans – Indiana**  
**4751 Best Road, Suite 300**  
**Atlanta, GA 30337**

Providers submitting paper claims must ensure claims are properly coded for adjudication. Current FFS billing guidelines, including timely filing requirements, apply.

Southeastrans will process and pay claims on a weekly basis. Providers can arrange for payment by check or electronic funds transfer. Southeastrans will provide Remittance Advices (RAs) detailing claims processed during each payment cycle.

Information about billing for brokered NEMT services will be provided by Southeastrans. Billing codes and claim submission and processing instructions will be available for provider reference on the [Southeastrans website](#) at southeastrans.com.

NEMT services for FFS members for DOS **before** June 1, 2018, will continue to be processed and reimbursed by DXC Technology. Claims for NEMT services for affected FFS members submitted to DXC with DOS on or after June 1, 2018, will be denied with explanation of benefits (EOB) code 2065 – *The member has been identified as being enrolled in the Non-Emergency Medical Transportation assignment plan. The claim should be billed to the NEMT broker.* The IHCP encourages providers to submit NEMT claims with DOS before June 1, 2018, as promptly as possible due to PA considerations and benefit limit auditing.

For more information, providers should contact Southeastrans directly by emailing Tammie Sanford at [tsanford@southeastrans.com](mailto:tsanford@southeastrans.com). Additional information can also be found on the [Southeastrans website](#) at southeastrans.com.

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