

IHCP *banner page*

INDIANA HEALTH COVERAGE PROGRAMS BR201829

JULY 17, 2018

IHCP clarifies coordination requirements with Southeastrans for facility transport scenarios

The Indiana Health Coverage Programs (IHCP) works with Southeastrans to manage all nonemergency medical transportation (NEMT) for Traditional Medicaid members. The IHCP is clarifying when coordination through Southeastrans is required for certain types of facility-to-facility transports.

The following scenarios **do require** coordination of the transport through Southeastrans:

- A **nonemergency** transport of a member from one hospital to another, when the member is discharged from the first hospital and is being transported to the second hospital for inpatient admission
- A transport to move a member from one nursing facility to another nursing facility

The following scenarios **do not require** coordination of the transport through Southeastrans:

- An emergency transport from one hospital emergency room (ER) to another hospital ER, without a hospital admission at the first hospital, because the transport is considered a continuation of the emergency run
- An emergency transport from one hospital to another, when the member is discharged from the first hospital and is being transported to the second hospital for inpatient admission, because the transport is considered an emergency
- A hospital-to-hospital transport for specialized services associated with an inpatient admission that does not result in admission to the receiving hospital; the sending hospital is responsible for arranging and covering the trip.



Facility and transportation providers can contact Southeastrans toll-free by calling 855-325-7611. Providers having issues or needing additional clarification of coordination requirements can contact the following representatives for assistance:

- Andrew Tomys: atomys@southeastrans.com; cell - 1-770-362-4839
- Karen Mullenix: Kmullenix@southeastrans.com; cell - (317) 446-3728

MORE IN THIS ISSUE

- [NEMT town hall presentations and FAQs available for reference](#)
- [Portal enhancements allow providers to view dental, professional, and institutional claim attachments](#)
- [Applied Behavioral Analysis PA Checklist updated](#)

NEMT town hall presentations and FAQs available for reference

The Indiana Family and Social Services Administration (FSSA) and its vendor, Southeastrans Inc., recently held a series of virtual town hall meetings to discuss changes related to the brokering of nonemergency medical transportation (NEMT) services for fee-for-service Medicaid members, which began June 1, 2018. The four webinars were directed toward Indiana Health Coverage Programs (IHCP) transportation providers, IHCP facility providers, and organizations working directly with affected IHCP members.

The meeting agendas addressed specific questions and issues related to policy and process changes for scheduling, rendering, and billing for NEMT transports. The [presentations and answers to FAQs](#) are available on the Southeastrans website at southeastrans.com or from the [NEMT](#) web page at indianamedicaid.com.



Portal enhancements allow providers to view dental, professional, and institutional claim attachments

In response to feedback from providers, the Indiana Health Coverage Programs (IHCP) will enhance the IHCP Provider Healthcare Portal (Portal) so providers can view the attachments submitted with dental, professional, and institutional claims.

Effective July 26, 2018, providers will be able to access this new function in the Portal by following these steps:

1. Log in to the Portal; the *My Home* page will display.
2. On the *My Home* page, select the **Claims** tab from the menu bar and select the **Search Claims** option; the *Search Claims* page will display.
3. On the *Search Claims* page, enter the claim, member, or service information requested and click **Search**; search results will display.
4. Identify the claim of interest from the search results and click the **Claim ID** link to view claim details.
5. In the *Attachments* panel of claim details, click the **View** link to view a document submitted as an attachment to the claim. See Figure 1.

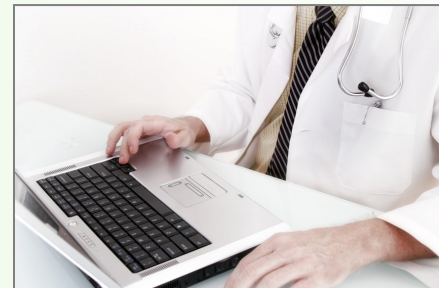


Figure 1 – Attachments panel of claim detail includes links to view claim attachments

Attachments				
Click the View link to view the document . The View link is available for attachments that have been received.				
#	Transmission Method	Control #	Attachment Type	Action
1	FT- File Transfer	12312312312333	06-Initial Assessment	View
2	BM - By Mail	31231231231233	PY-Physicians Report	View

Applied Behavioral Analysis PA Checklist updated

The Indiana Health Coverage Programs (IHCP) publishes an [IHCP Applied Behavioral Analysis \(ABA\) Prior Authorization Checklist](#) for providers to use in preparing prior authorization (PA) requests for ABA therapy. This voluntary tool, which is intended to help providers prepare comprehensive requests and reduce the need to suspend PA requests for additional information, has been updated. The updated checklist is available on the [Forms](#) page at indianamedicaid.com under the Prior Authorization section.

The checklist is relevant to PA information needed for both fee-for-service (FFS) and managed care ABA services. Questions about FFS PA should be directed to Cooperative Managed Care Services (CMCS) at 1-800-269-5720. Individual managed care entities (MCEs) establish and publish PA criteria within the managed care delivery system. Questions about managed care PA should be directed to the MCE with which the member is enrolled.

QUESTIONS?

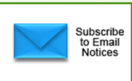
If you have questions about this publication, please contact Customer Assistance at 1-800-457-4584.

COPIES OF THIS PUBLICATION

If you need additional copies of this publication, please [download them](#) from indianamedicaid.com.

SIGN UP FOR IHCP EMAIL NOTIFICATIONS

To receive email notices of IHCP publications, subscribe by clicking the blue subscription envelope here or on the pages of indianamedicaid.com.



TO PRINT

A [printer-friendly version](#) of this publication, in black and white and without graphics, is available for your convenience.