

IHCP *bulletin*

INDIANA HEALTH COVERAGE PROGRAMS BT201845 AUGUST 28, 2018

IHCP revises process for scheduling NEMT services for FFS members residing in certain facilities

The Indiana Health Coverage Programs (IHCP) began brokering nonemergency medical transportation (NEMT) services for fee-for-service (FFS) members through Southeastrans Inc. effective June 1, 2018 (see [IHCP Bulletin BT201816](#)). To help ensure the transportation needs of members residing in certain health and long-term care facilities are best served, the IHCP will temporarily lift the requirement that NEMT services for these members be arranged through Southeastrans.

Effective September 4, 2018, the IHCP will allow facilities offering extended care services to arrange NEMT services for their Traditional Medicaid members directly with transportation providers, rather than using Southeastrans as the scheduling broker. This includes all necessary transports while at the facility, including transports at the point of discharge.

The following enrolled provider types and specialties are the designated facilities for the temporary return to nonbrokered services:

- Provider Type 3 – *Extended Care Facility*
 - 030 – *Nursing Facility*
 - 031 – *Intermediate Care Facility for Individuals with Intellectual Disabilities (ICF/IID)*
 - 032 – *Pediatric Nursing Facility*
 - 033 – *Residential Care Facility*
 - 034 – *Psychiatric Residential Treatment Facility (PRTF)*
- Provider Type 32 – *Waiver*
 - 350 – *Aged and Disabled Waiver (only providers with a Secondary Specialty A04 – Assisted Living)*



Arranging NEMT trips

The listed facilities can coordinate trips for members directly with preferred transportation providers during the temporary return to nonbrokered NEMT period. Transportation providers currently credentialed and contracted with Southeastrans can continue to be used by the facilities during this temporary period; transportation providers not currently credentialed and contracted with Southeastrans may also be used. Under all circumstances, however, the transportation providers used must be IHCP-enrolled providers.

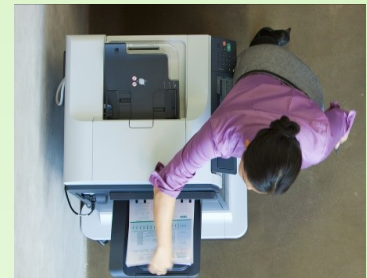
If a trip for a member in an affected facility has already been scheduled by Southeastrans for a date of service (DOS) on or after September 4, 2018, the trip must be accommodated, unless the facility contacts Southeastrans in advance to cancel the trip. When a member is transferring from an in-home or hospital-based setting *into* one of the identified facilities, the required NEMT transport must continue to be scheduled through Southeastrans. All published guidance regarding these and NEMT transports for other FFS members remains unchanged.

Reimbursement for NEMT trips

Although the listed facilities may schedule trips for members directly with transportation providers, the facility must continue to contact Southeastrans to obtain a Trip Leg ID and provide that Trip Leg ID to the transportation provider for reimbursement purposes. It is preferred that the Trip Leg ID be obtained before the trip occurs; however, if that is not possible, it must be obtained within 1 week after the trip.

Beginning September 4, 2018, facilities can obtain a Trip Leg ID from Southeastrans using the following methods:

- By telephone – Call the Nursing Home Dispatch Line at 1-888-822-6124 with dedicated staffing 7 a.m. to 6 p.m. Monday through Friday.
- By fax – Fax request to (317) 642-0913; Southeastrans then calls the facility with the Trip Leg ID.
- By Facility Portal – Contact Southeastrans to obtain registration information.



To receive a Trip Leg ID, the facility must provide Southeastrans with the following information:

- Member name
- Member Medicaid ID
- Pick-up address (with facility name), city, state, ZIP Code, and telephone number
- Drop-off address (with facility name and physician name), city, state, ZIP Code, and telephone number
- Appointment date and time
- Appointment reason
- Member mobility (ambulatory, wheelchair, basic life support [BLS], or advanced life support [ALS])
- Special needs (bariatric, walker, blind, and so on)
- Return time (if applicable or known)
- Name and telephone number of person making request

Before issuing a Trip Leg ID, Southeastrans verifies that the eligible member is being transported for a Medicaid covered service from an IHCP provider. Also, for trips requiring prior authorization (PA), including trips over 50 miles, interstate transports, train or bus services, or airline or air ambulance services, the facility must obtain PA from Southeastrans. Trips over 50 miles must have PA before the trip occurs. If the trip requires the use of an ambulance or a stretcher, the facility must have coordinated with the member's medical provider to complete a *Letter of Medical Necessity for Non-Emergency Stretcher Transportation*. The facility is also responsible for verifying the member's eligibility on the DOS

Claims for these NEMT services continue to be submitted to Southeastrans for adjudication. Facilities are responsible for providing Trip Leg IDs, prior authorization numbers, and other information necessary for billing to the transportation providers with which they schedule transports. Transportation providers that have Southeastrans iPads or other Southeastrans-enabled devices may submit their claims electronically using the assigned Trip Leg ID. Claims can also be submitted via mail to the following address:

Southeastrans
Attn: Claim Processing
4751 Best Road, Suite 300
Atlanta, GA 30337

Clean claims submitted to Southeastrans by Wednesday of each week will be paid within 14 days. Specific claim guidance for Southeastrans is available on the [Southeastrans website](#) at southeastrans.com. For IHCP-specific policy and billing guidance, providers should refer to the [Transportation Services](#) provider reference module at indianamedicaid.com.

Transportation providers with issues about claims adjudicated by Southeastrans must follow the established review and appeal process through Southeastrans. This process applies to all transportation providers regardless of whether or not the provider has a contract with Southeastrans. When a claim issue arises, providers should first contact Southeastrans via email at INClaims@southeastrans.com to request an administrative review. An administrative review covers claim questions and is used to report underpayment and overpayment issues. In the event the administrative review process does not resolve the issue, providers may file a formal claim appeal with Southeastrans by sending notice in writing to:

Southeastrans
Attn: Claim Appeals
4751 Best Road, Suite 300
Atlanta, GA 30337

Frequently Asked Questions

How should a nonemergency transport be scheduled if a member is at home and needs to be transferred to a hospital or long-term care facility for admission?

All nonemergent transports to a hospital or long-term care facility continue to be scheduled through Southeastrans (for dually eligible members, see *IHCP Bulletin* [BT201835](#) for further information).

How should nonemergency transports for members with an institutional level of care who are on a home and community-based services (HCBS) waiver (such as the Aged & Disabled Waiver or Family Supports Waiver) be scheduled?

Members receiving services under an HCBS waiver will continue to have nonwaiver NEMT services scheduled through Southeastrans. Members on the Aged & Disabled Waiver who reside in an assisted living facility are included in the temporary return to nonbrokered NEMT services. Therefore, facilities may arrange transports for these members directly with transportation providers.

How does this impact transportation providers who work with the designated facilities but also are contracted with Southeastrans to provide other NEMT services?

Transportation providers must honor and prioritize any agreed-upon transport scheduled through Southeastrans before accepting transports from facilities directly.

What happens if a facility affected by this temporary return to nonbrokered NEMT services would like to schedule trips directly with Southeastrans?

There is “no wrong door” for arranging nonemergency medical transportation for members. If a facility would prefer to continue working through the broker model, the facility can schedule a transport through Southeastrans by calling 1-855-325-7588. Southeastrans assists facilities that are unable to arrange transportation for a member.

Is the Nursing Home Dispatch Line dedicated to only extended care facilities and assisted living facilities?

Yes. This line should be used by the provider types identified in this bulletin.



What is the rollout schedule for the Facility Portal?

At this time, Southeastrans is working directly with providers who indicate an interest in using the Facility Portal.

Are two Trip Leg IDs required if the transport is roundtrip?

Yes. Both legs of a roundtrip transport can be arranged through one telephone call to Southeastrans and an ID for each leg will be provided at that time.

QUESTIONS?

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