

# IHCP *bulletin*

INDIANA HEALTH COVERAGE PROGRAMS    BT201848    SEPTEMBER 20, 2018

## NEMT providers must comply with Southeastrans credentialing and electronic billing requirements



The Indiana Health Coverage Programs (IHCP) requires transportation providers rendering or seeking to render nonemergency-medical transportation (NEMT) services to fee-for-service (FFS) members to comply with Southeastrans (SET) credentialing and electronic billing requirements. Transportation providers that have signed a provider agreement with SET and are currently participating in the credentialing process must complete the credentialing process by December 1, 2018, to continue rendering NEMT services for FFS members. Further, once

credentialed, these providers are required to begin using the electronic billing system via an iPad supplied by SET or another existing electronic system in coordination with SET by January 1, 2019.

Transportation providers that are not currently participating in the credentialing process but that seek to become credentialed by SET will be required to complete the credentialing process within 60 days of signing a provider agreement with SET. New providers will be required to begin using the electronic billing system via an iPad supplied by SET or by using an existing electronic system in coordination with SET within 90 days of signing a provider agreement. To summarize:

- Providers currently in the credentialing process must complete credentialing by December 1, 2018.
- Providers currently in the credentialing process must implement electronic billing by January 1, 2019.
- New providers will be required to complete the credentialing process within 60 days of signing a provider agreement.
- New providers will be required to implement electronic billing within 90 days of signing a provider agreement.

SET cannot guarantee that rides will be scheduled with any providers out of compliance with the credentialing and electronic billing requirements. SET recognizes that exceptions to the electronic billing requirements may be warranted, based on a provider's specific circumstances. SET will make exceptions to the use of electronic billing on a case-by-case basis.

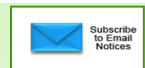
Questions about SET credentialing or billing requirements should be referred directly to SET by calling 1-855-325-7611.

### QUESTIONS?

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

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