



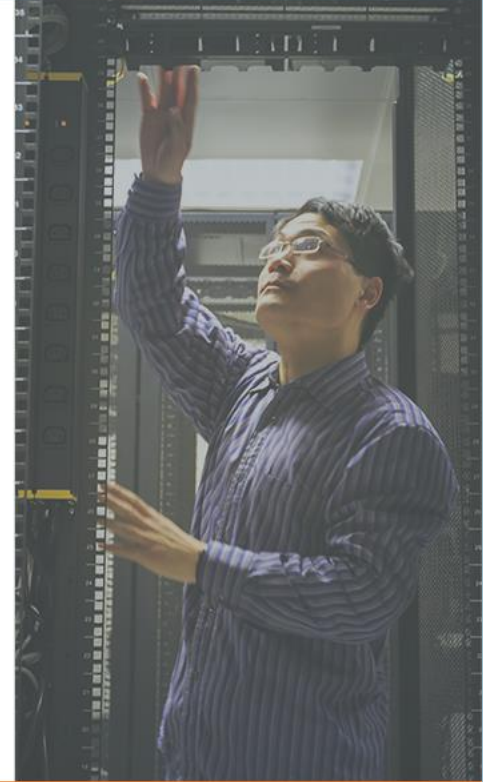
Broker for Indiana Fee-for-Service Medicaid Non-Emergency Medical Transportation 2018

TECHNOLOGY

RELATIONSHIPS

INNOVATION

RESULTS



Southeastrans Confidential

Presentation Overview

- Company Overview
- Transition of NEMT services to Southeastrans
- How Does This Affect You?
 - Indiana Providers
 - Indiana Facilities
 - Indiana Members
- Contact Information
- Frequently Asked Questions (FAQs)

Company Overview

- More than 40 years experience in medical transportation services
- Executive leadership has EMS background
- 18 Years as Medicaid NEMT Broker
- Guiding principles
 - Invest in technology
 - Build strong relationships
- Southeastrans brand differentiation
 - Industry first mobile technology
 - Provider network relationships and support
- Approximately 3 million covered members
- Over 4 million trips annually



Why the Change?

- Planning for transition and implementation of the broker model for NEMT service has been ongoing by FSSA for four years
- Result of access challenges and program integrity findings of fraud, waste and abuse in transportation services.
- Improve member experience through one access point for scheduling rides while eliminating the need to search for a transportation provider and guaranteeing a ride
- Improve driver and vehicle safety through thorough credentialing process
- Improve timeliness and quality of transportation services
- Provide better oversight of transportation services

Role of Southeastrans

- Ensure provision of NEMT to eligible Members
- Establish a network of qualified Transportation Providers
- Act as the scheduler for and arrange Non-Emergency Medical Transportation (NEMT) trips for FFS Members (285,000 of the 1.5M total IN Medicaid population)
- Operate Call Center Monday – Friday, 8am – 6pm for scheduling of non-urgent appointments and 24/7 availability for Hospital discharges and interfacility transfers
- Credential providers, report NEMT utilization to FSSA, process Prior Authorizations if necessary, and track and report quality and compliance issues to FSSA and/or Program Integrity unit
- Provide reimbursement to the NEMT providers through established claims process

Transition Period June 1 – June 30

- Southeastrans began providing NEMT services June 1, 2018
- There will be a 30 day transition period from June 1, 2018, to June 30, 2018
- IHCP-enrolled transportation providers will be able to continue accepting ride requests directly from FFS Medicaid members.
- Transportation providers will be responsible for verifying member eligibility and obtaining PA for trips if required.
- All transportation services rendered for FFS members will be reimbursed through SET through EFT payments*.

*Providers who render transportation services during the 30-day period, but are not contracted with SET must provide SET with an employer tax identification number, a W-9 tax form, and an ACH deposit form to support the electronic payments

Moving Forward July 1 and after

- All transportation rides must be scheduled through Southeastrans and transportation providers must have a leg number approval prior to wheels rolling
- Transportation providers must be in the credentialing process and sign a rate agreement with SET to accept rides and receive payment from SET (90 day claim filing period)

How Does This Affect You? ...As A Provider

Provider Resources

- Regular regional provider meetings
- Mobile Technology provided by Southeastrans
 - One iPad per vehicle at no charge*
 - Data plan at no charge
 - All software no charge
- Driver training classes provided in regional locations

*Supplied based on based on volume of 10 total legs and 2 legs per registered vehicle

Provider Requirements

- Must be contracted with Southeastrans in order to provide service
- Must complete Southeastrans' initial and annual credentialing processes
- Must be Medicaid enrolled providers and maintain certification and revalidation with FSSA
- Must carry appropriate insurance
- Trips will not be reimbursed if not scheduled with Southeastrans prior to wheels rolling

Reservation and Assignment Process

- Members call Southeastrans to schedule trips to appointments
(If a member calls a provider directly for transportation, they MUST be redirected to contact our call center)
- Southeastrans verifies eligibility
- Southeastrans assigns the trip to the nearest, most appropriate, transportation provider
- Trips are assigned approximately 5 days in advance
- Urgent trips with less than 2 days notice will result in a phone call to the provider for verbal acceptance of the trip
- If the member has a preferred provider, that provider will be assigned the trip



Electronic claims submission via web portal

- Paperless process
- Claims can be submitted on the same date of service

How Does This Affect You? ...As A Facility

Transportation Arrangements

How to Access and Use Our Services

When calling to arrange medical transportation, first...

- Member's full name, phone number, address, date of birth and COUNTY of residence
- Member's Medicaid number as it appears on their Indiana Medicaid Card

Second...

- Include address, phone number and doctor's name or the medical facility where the member is being transported
- Member's mobility status (ambulatory, wheelchair, BLS/ALS)
- Member's room number (for BLS/ALS only)
- An emergency contact's name and phone number



Transportation Arrangements

As an option...

Get easy online trip scheduling via our Facility Portal

Our facility portal gives you the ability to:

- Book trips
- Manage standing orders
- Complete attendance reports
- Search for Trips

*Available for utilization in July



Process for Discharges

Hospital Discharges and Urgent Care Requests are scheduled as follows:

- Medical facility calls Southeastrans to request transportation – service must occur within 3 hours of this requests
- Urgent Care Dispatch Representatives enter the request
- Representative verifies the member's eligibility
- Dispatcher schedules the trip with an appropriate transportation provider
- Representative obtains an estimated time of arrival from the provider
- Representative provides the facility with the transportation provider name, ETA, and trip confirmation number

How Does This Affect You? ...As A Member

Helpful Tips for Members

Things your Members should know...

- Public Transportation can be an option. Southeastrans provides a member a ticket or bus pass to use public transportation for their trip when eligible.
- If a member has not heard from the provider within 30 minutes of notification for their return, please call us.
- Members should be prepared to share their ride with others and make multiple stops during their transport.
- Be patient. Traffic and weather can delay a member's provider.
- Riders may only be able to carry one bag onto the vehicle; bag must fit in rider's lap. This depends on the medical condition of the member.
(ex. Additional medical equipment may be required like an oxygen tank)

Toll-Free Reservation Line: 1-855-325-7586

- option 1 - Customer Service
- option 2 - Where's My Ride
- option 9 - Spanish

Southeastrans Indiana Office
5285 Lakeview Parkway South Drive
Indianapolis, IN 46268

Key Contacts

| | | | |
|--------------------------------------------|---------------------|---------------------|------------------------------------------------------|
| State Director | Karen Mullenix..... | 1-317-613-0850..... | kmullenix@southeastrans.com |
| Provider Relations Manager | Vacant..... | 1-317-613-0851..... | |
| Call Center Manager | Aretha Andrew..... | 1-317-613-0855..... | aandrew@southeastrans.com |
| Lead Compliance Officer | Larry Lee..... | 1-317-613-0854..... | llee@southeastrans.com |
| Provider Line / Dispatch Line | | 1-855-325-7611..... | inDispatch@southeastrans.com |
| Call Center Assistant Mgr | Michael Hanner..... | 1-317-613-0855..... | mhanner@southeastrans.com |
| Claims Manager | Lakessia Hall..... | 1-678-510-4575..... | lhall@southeastrans.com |
| Claims Inquiries | | | inclaims@southeastrans.com |
| Director of Finance | Ronda Walker..... | 1-678-510-4579..... | rwalker@southeastrans.com |
| iPad or iPortal Support | | | isupport@southeastrans.com |
| Member Reservation Line | | 1-855-325-7586 | <i>(option 1 customer service, option 9 Spanish)</i> |
| Where's My Ride Line | | 1-855-325-7586 | <i>(option 2)</i> |
| Facility Line | | 1-855-325-7588 | |

FAQ

Q.2. Are there new NEMT rates through SET?

A. Southeastrans' NEMT rate schedule is based on the FFS rate schedule. Each NEMT provider will need to sign a Southeastrans rate agreement with the appropriate rates for their respective transportation provider type.

FAQ

Q.3. Are hospital discharges excluded from NEMT?

A. No. Hospital discharges must be called into SET just like any other transport. SET will work closely with the hospital to find the closest, most appropriate provider to provide the transport and will work to respect current preferred provider relationships, where applicable.

FAQ

Q.4. Are interfacility transfers emergent or non-emergent?

A. Any non-emergent inter-facility transfer should be scheduled through SET. All emergent transfers should use 911 or the usual protocol for management of emergent transfers. SET does not broker any emergency transport services. Neonatal ambulance transports will be considered emergency.

FAQ

Q.5. Will SET pay retro-active eligible members' NEMT claims?

A. Retro-active eligible members' NEMT claims will only be paid for those individuals who become eligible for dates of service June 1 – June 30, 2018 and for whom the transportation provider submits a clean claim to SET due to the “grace period” and the possibility a member may schedule with a provider directly. Effective July 1, all transportation will be scheduled with SET. If an individual is not eligible on the date for which a transportation service is requested, the request will be denied for member ineligibility. For this reason, retro-active eligibility will not be a factor effective July 1, 2018.

FAQ

Q.6. What phone number should I refer members to if they call me to schedule a trip?

A. The phone number call is 1-855-325-7586 or online at <https://member.southeastrans.com/>