Transportation Provider Handbook

Table of Contents

Chapter 1:

Transportation Provider Overview

Introduction

How Do I Contact MTM?

If you have any questions or need assistance with an issue, please contact the Transportation Helpdesk at 1-888-828- 1183. This toll-free line is available from 6 a.m. to 7 p.m., Monday through Friday. You may also email the Helpdesk at tphelpdesk@mtm-inc.net.

Health Insurance Portability and Accountability Act (HIPAA)

Per HIPAA regulations, transportation providers are required to maintain the privacy and confidentiality of Protected Health Information (PHI) should they receive this information from a member during the course of a trip. This information should never be disclosed to another party. MTM mandates that all transportation providers remain HIPAA compliant and adhere to PHI restrictions.

Contracting

Once MTM receives and verifies the completed transportation provider questionnaire, we will initiate the contracting and credentialing process. All credentialing and contracting information presented to MTM will be reviewed by our Credentialing Committee. If approved, MTM will schedule a provider audit to ensure compliance.

Use of Name and Other Information

Transportation provider agrees that MTM may use transportation provider's name, address(es), telephone number(s) and description of transportation provider's services in MTM's directory, advertising and other material.

Performance

MTM takes seriously our responsibility to provide members with safe, quality transportation. If a transportation provider is non-compliant with our requirements or performance standards, they may be issued a written warning, assessed liquidated damages, and/or removed from our network of approved providers. Transportation providers may also receive a Performance Improvement Plan (PIP) for both non-safety and safety issues. The following lists outline optional disciplinary methods and practices available to MTM. However, MTM reserves the right to terminate a transportation provider in accordance with Section 15 of the Agreement without pursuing any of the optional disciplinary actions herein.

Non-Safety Issue

A non-safety issue is defined as any issue that does not directly endanger the immediate health or welfare of the member. For minor non-safety issues, such as a no show/trip cancellation (less than 24 hours advance notice) rate of more than 1.99%, discipline shall be as follows:

- At the first breach of the 1.99% rate (determined by total monthly trip volume), the provider will receive an educational warning letter
- At the second breach, MTM will institute a PIP suspending the provider from receiving new trips for two consecutive calendar days
- At the third breach, a new PIP will be issued suspending the provider from receiving new trips for five consecutive calendar days
- At the fourth breach, the provider will receive a new PIP suspending them from receiving new trips for 30 consecutive calendar days
- If the transportation provider remains out of compliance following PIP completion, MTM reserves the right to terminate the provider

Safety Issue

A safety issue is defined as any issue that directly endangers the immediate health or welfare of the member. For minor safety or incident issues, discipline shall be as follows:

- At the first occurrence of a substantiated safety complaint, MTM will issue a PIP suspending the provider from receiving new trips for two consecutive calendar days
- At the second occurrence of a substantiated complaint, the provider will be subject to a PIP suspending the provider from receiving new trips for five consecutive calendar days

- At the third occurrence of a substantiated complaint, the PIP will suspend the driver from receiving new trips for 30 consecutive calendar days
- Any additional occurrences may result in termination from MTM's network

Accident and Incident Reporting

Transportation providers must report all accidents, incidents, and injuries that occur during the transport of an MTM passenger. Accident and incident reports must be submitted to MTM in writing by the end of the following business day; injury reports must be made verbally to MTM within three hours of the occurrence. Reports must include:

- Name of the driver and vehicle involved
- Name of passenger(s) in vehicle
- Specific details of the accident or incident and any related injuries
- Copy of police report

Transportation provider agrees to verbally notify MTM immediately of any incidents of member misconduct. MTM requires written follow-up from the transportation provider within 24 hours of receipt of that request, with the exception of incidents involving injury of persons, which must be received by MTM within 3 hours.

Complaints and Grievance Program

Any complaints or grievances received by MTM with respect to the provision of transportation provider services will be forwarded to transportation provider for immediate attention and response. Any problem(s) related to the service shall be promptly resolved. Transportation provider agrees to comply with MTM's complaint resolution policies, and cooperate with MTM and provide MTM with the information necessary to help resolve grievances or inquiries with respect to transportation provider's services and other issues.

Transportation Provider Website

Website Access

Transportation providers that have gone through training will have access to MTM's website at www.onlineaccess.mtm-inc.net. Each user is given unique log-in information to access the site. Through this website, providers can utilize tools such as:

- Credentialing: Helps MTM and transportation providers electronically manage credentialing information
- Claims: Allows providers to electronically submit claims for services rendered and review payment information online
- Provider Trip Management (PTM): Gives providers the ability to report trip statuses, which will automatically be updated in MTM's system
- Electronic Trip Download (ETD): Allows providers to download assigned trips in real time.

Insurance Requirements for Credentialing

During the credentialing process, transportation providers must submit current insurance certificates in the following limits:

- Vehicular liability of no less than $500,000 combined single limit
- Commercial general liability of $500,000 combined single limit
- Worker's compensation in the statutory amount for the state in which services are rendered

Certificates must, at the transportation provider's expense, name MTM as "Additional Insured" and "Certificate Holder" for vehicular and general liability policies. MTM must be listed as certificate holder on workers compensation insurance. Prior to the expiration date stated on the certificate, MTM will remind the provider that new certificates are needed. Renewals must be submitted to MTM prior to expiration. Failure to comply with these requirements will result in deactivation or removal from the MTM Transportation Provider network.

Claims Processing

Preparation

Upon assignment, trip details will be sent to the provider via fax or electronic trip download. The transportation provider will transport the passenger(s) as assigned, collecting one signature for each trip leg. For example, a one-way trip requires one signature; a round trip requires two signatures; and a multi-leg or three-way trip requires three signatures.

Create a Packet

After the trip is complete, the provider will log on to our website to upload this information to MTM electronically. Within 90 days of performing the trip, the provider should create an electronic packet, to which all signature images and claims will be attached and submitted to MTM. Trips claimed after 90 days will not be eligible for payment. To do so:

1. Select the "Packets" tab
2. Enter packet name
3. Choose "Create Packet" button, taking you to the Submit Packet page
4. Upload the signature documentation for the trips you are wanting to claim
5. Add claims to a packet individually or by using an Excel spreadsheet
6. Review for quality purposes
7. "Submit" packet

If the trip cost of a claim in incorrect, remove it from the packet by pressing the "Delete" button next to the claim. All changes to claims information must be made and verified prior to submission. Once submitted, changes may not be made to the cost. Contact the Transportation Helpdesk at 1-888-828-1183, should any errors occur.

ETD

Electronic Trip Download (ETD) Instructions

Through MTM's website, transportation providers may utilize the ETD tool to download assigned trips. This application requires internet access and Microsoft Excel software.
To download trips electronically, providers must:

1. Log on to the website using their unique log-in information
2. Select "Electronic Trip Download" from the menu options
3. Click on "Create New" and insert the desired trip dates
4. Hit "Save"
5. File will be downloaded and made available for access via the provider's computer
6. Keep any changes made to the file by saving it to the computer

Appeals

MTM's appeals process gives transportation providers an opportunity to appeal any denied claims. Please note that trip cost changes will not be considered after a trip has been claimed and may not be appealed.

Level 1 Appeals

Denied claims may be appealed online prior to the claim's appeal deadline through the following process:

1. Navigate to the "Claims" tab and filter results by "All Denied" or "Denied"
2. Select the trip number from the list shown, opening the Trip Detail page that displays denial reasons. All reasons must be disputed to appeal the denial
3. Select the "Dispute" button next to the reason you would like to dispute
4. Enter the required information and press the "Save" button
5. Repeat steps 3 and 4 for all denial reasons
6. Press the "Appeal" button after all denial reasons have been disputed

Following submission, MTM's review team will either approve or deny the claim.

Level 2 Appeals

Following the Level 1 appeal, the transportation provider may dispute MTM's appeal decision prior to the new deadline, escalating the decision to a Supervisor. The Level 2 appeal process is as follows:

1. Navigate to the "Claims" tab and filter results by "All Denied" or "Denied"
2. Select the trip number from the list shown, opening the Trip Detail page that displays the results of the Level 1 appeal
3. Select the "Escalate" button to escalate the appeal to a Supervisor
4. Enter the required information and press the "Save" button

An MTM Supervisor will review the appeal and make a decision to approve or deny. All Level 2 appeals are conducted by a staff member who was not involved in the Level 1 appeal decision. Level 2 appeal decisions are final and cannot be disputed.

Provider Trip Management (PTM)

The Provider Trip Management (PTM) tool allows transportation providers to report cancellations, member no-shows, and reassignments. A reassignment is reported when the provider is unable to accommodate an assigned trip and wishes to turn it back to MTM. Reassignments should be reported to MTM within 24 hours of receiving the trip.

Liquidated Damages

Pre-Assessment Review

This process allows transportation providers to review their potential assessed liquidated damages prior to the amount being deducted from their claims check. If the provider finds something they believe should not be assessed, an email should be sent to PAR@mtm-inc.net. All requests will be reviewed by our Quality Management department, and a decision will be made prior to the pay date. Damages not reviewed by the transportation provider within the allotted timeframe will be assessed.

Appeals

Transportation providers will have the opportunity to appeal all liquidated damages assessed to the company. Appeal requests should be emailed to MTM at ldappeals@mtm-inc.net.

Quality Management

Should a member become dissatisfied with MTM or a transportation provider, they may submit a formal complaint with our Quality Management department, which strives to document, investigate, and resolve the issue within three business days. Please note that our Quality Management department may contact transportation providers regarding complaints submitted by members. Should this occur the provider will be required to submit a complete response within 24 hours. This response should detail:

- Name of driver or other staff member involved
- Detailed description of the occurrence
- Any documentation to support the provider's claim

- A corrective action plan detailing changes that will be made to ensure future similar issues do not occur

Transportation Provider Complaints and Grievances

Grievances

Transportation providers have the right to file a grievance regarding denials, claims, decisions, or other situations that affect business relationships with MTM. Grievances should be directed to our Transportation Helpdesk Monday through Friday from 6 a.m. to 7 p.m. at 1-888-828-1183. Calls received after hours will be directed to leave a voice message.

Appeals

If the transportation provider is dissatisfied with the resolution of the grievance, they have the right to appeal MTM's decision within 30 days. Appeals should be directed to our Transportation Helpdesk at 1-888-828-1183. Requests may also be sent via mail to:

<div align="center">

Medical Transportation Management

16 Hawk Ridge Drive

Lake Saint Louis, MO 63367

Attn: Quality Management

Resolution of Appeals

</div>

Responsibilities and Relationships

Member Responsibilities

It is the member's responsibility to provide MTM with all appointment details at the time of the transportation request. Transportation can be scheduled for services covered under the member's benefit plan. During scheduling, each member is assigned to the most appropriate mode of transportation that meets their needs.

Guidelines Between Transportation Providers and Members

Please keep in mind the following items:

- Return trips may only be provided from the authorized point of drop-off
- The transportation provider must pick up the member no later than one hour from the time the member calls to request the return ride or "will-call" trip
- If the return pick up has a prescheduled time, the transportation provider must pick up the member no later than 15 minutes from the prescheduled time. You must also call the member with a prescheduled time.
- Drivers are not required to wait more than 10 minutes for a member after the scheduled pick up time.
- For verification purposes, members must sign a log for each trip leg taken; MTM will accept the following signatures if the member is unable to sign:
  - Parent/guardian
  - Caregiver
  - Medical provider

Chapter 2:
Credentialing

The Community Overview

The Community is a web based system used to manage Transportation Provider vehicle and personnel credentials and credentialing requirements based on client needs.

Credentialing Workflow

1. Client Management will create plan objects in The Community and enter credentials that will be required for Transportation Providers to be contracted for service for that plan
2. Transportation Provider is recruited by Network Management Team
3. Network Training will train Transportation Provider on utilization of systems
4. Transportation Provider will add vehicles and personnel into The Community
5. Transportation Provider will upload required credentials for vehicles and personnel
6. Credentialing Coordinator will review uploaded credentials and approve or deny
7. When all required credentials are approved, vehicle or personnel will be approved to work for MTM

Navigating

1. The gray toolbar at the top of the page has four available tabs
   - Credentials By Plan
   - Vehicles
   - Personnel
   - My Company
2. The currently active tab will be highlighted in a darker shade of gray
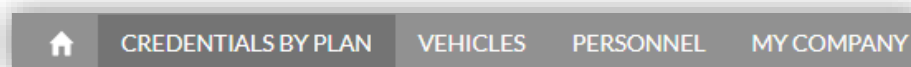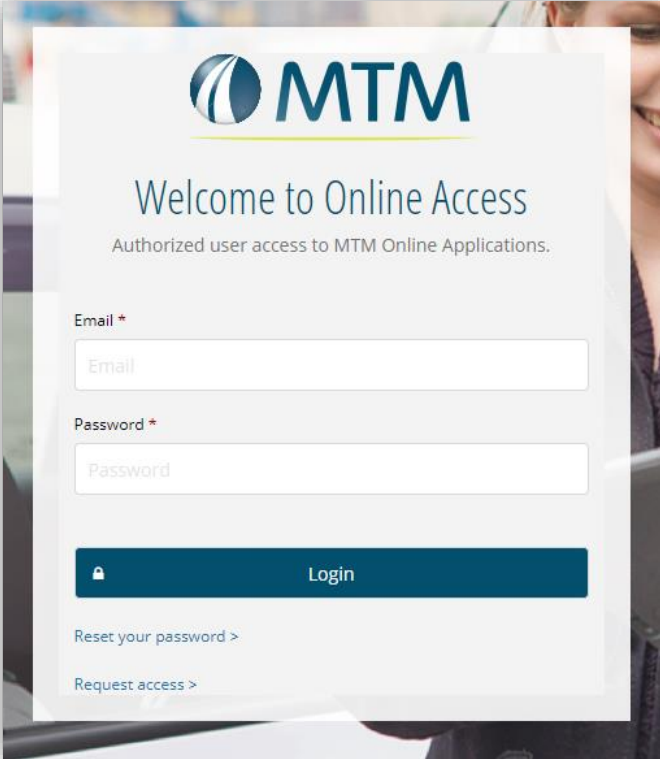
3. By clicking a tab, the user will navigate to view details about the following:
   - Credentials By Plan – Information about company credentials and driver/vehicle status for all plans being serviced
   - Vehicles – Information about all vehicles added into The Community and their approval status
   - Personnel – Information about all employees added into The Community, their role, and their approval status
   - My Company – Details about the Transportation Provider (Tax ID, Address, etc.)
4. Hyperlinks are commonly used in The Community

- Usually words in blue font, or different color
- May be underlined
- Click the hyperlink to view additional information

5. Hovering your cursor over:
    - Hyperlinks will show a pop-up with additional abilities
    - Icons will give you a hint as to what the icon will do

Logging In

1. Enter web address into your browser

    https://www.mtm-credential.com

2. Enter the Username and Password
    a. Username – Email address
    b. Password – Email will be sent to user to set up initial password
3. Click "Log In"

Logging Out

1. Once logged in, click on the User Menu at the top right of the page
2. Click "Logout"
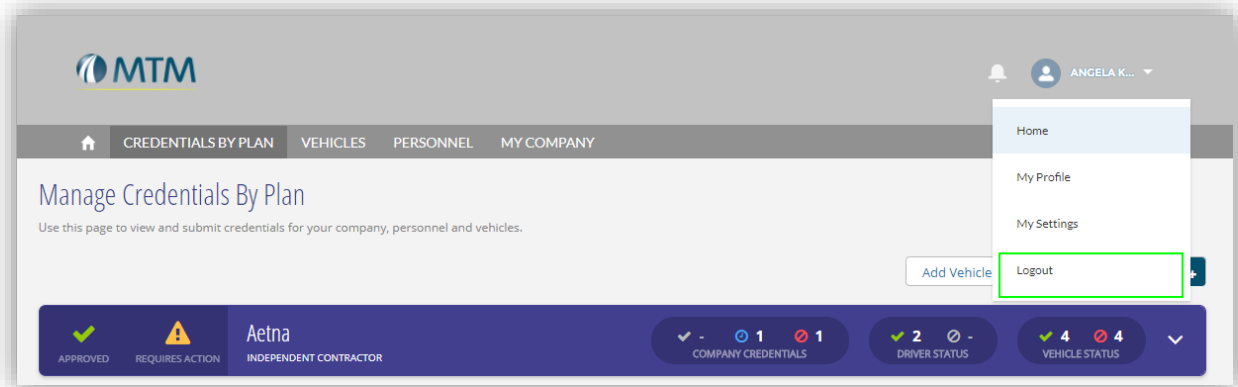
Transportation Provider Functions

Adding Vehicles

1. After being recruited and attending trainings, transportation providers should then enter in a list of vehicles that are intended to be used for transport
2. To do this, the user should log in to The Community and click **Vehicles** in the toolbar to navigate to the Manage Vehicles view
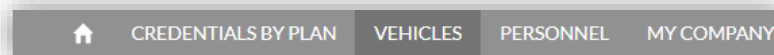
3. To add a vehicle, click **Add Vehicles**
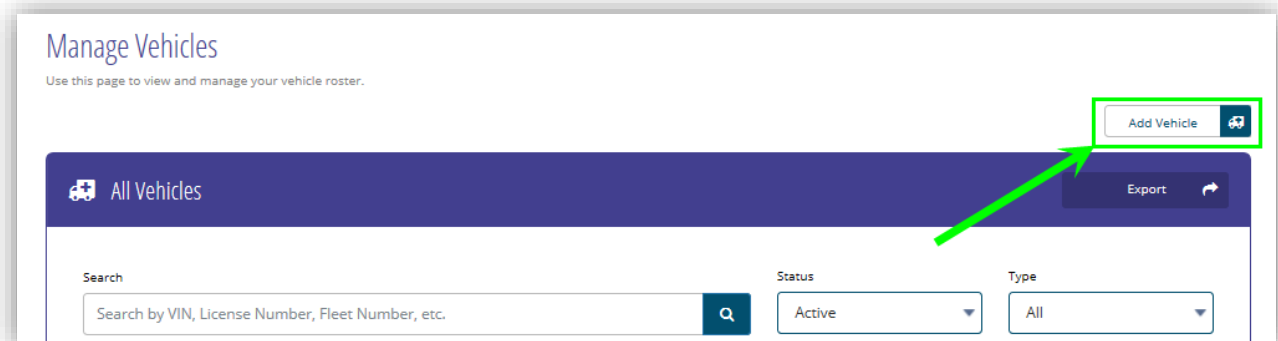
4. Fill out the form to provide details about the vehicle being added

- Note that the **Wheelchair Lift Capacity** field will only be available if **Wheelchair Accessible** is marked **Yes**.

5. Review the information entered to ensure accuracy
6. Click **Save** at the bottom right to save the record

Adding Personnel

1. After being recruited and attending trainings, transportation providers should also enter in a list of personnel that are employed by the transportation company
2. To do this, the user should log in to The Community and click **Personnel** in the toolbar to navigate to the Manage Personnel view
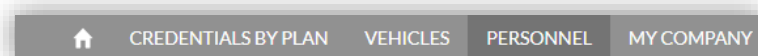
3. To add an employee, click **Add Personnel**

4. Fill out the form to provide details about the employee being added

- Note that the **Ownership Percentage** field will only be available if **Owner** is selected as a role
5. Review the information entered to ensure accuracy
6. Click **Save** at the bottom right to save the record
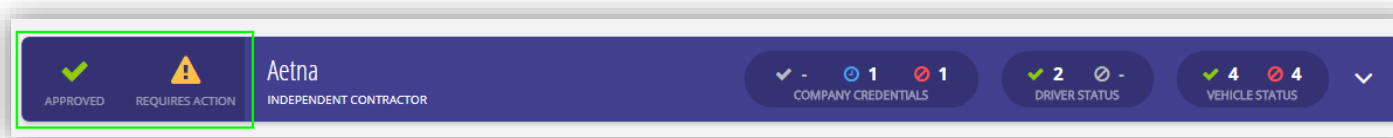
Viewing Credential Status

1. To view credential status, navigate to the **Credentials By Plan** tab


2. In the plan box that appears on this page, we can see all of the information needed to determine credential status
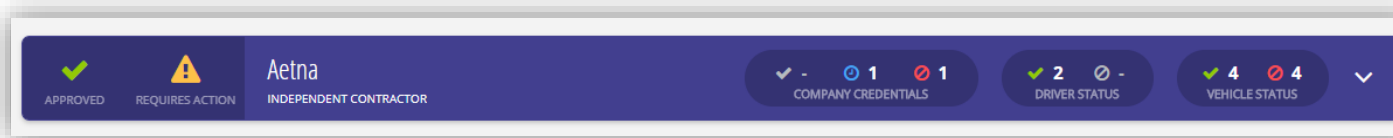
- The left hand side of the plan box shows the current credential status of the company

  o If **Requires Action** is showing, it means that there are one or more credentials that require a new submission to be updated to or to stay in an approved status
- The pill-shaped boxes on the right show an overview of the status of the company credentials, drivers, and vehicles
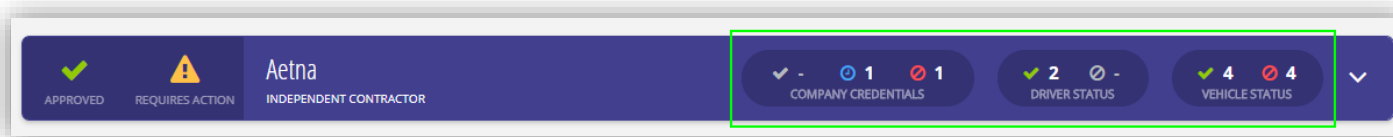
✔ = The credential or object has been approved

🕐 = The credential or object is/has a new requirement, is waiting for a document submission, or is pending review

🚫 = The credential or object has expired, has been rejected, or has been banned

3. Clicking any of the pill-shaped boxes will allow the user to view a list of the objects in that category and the status of each object
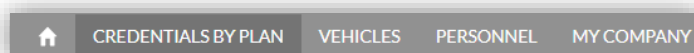

Submitting and Managing Credentials

There are three different levels of credential requirements that are based on the plan that the transportation provider is servicing:

    Company Credentials
    Vehicle Credentials
    Personnel Credentials

Company Credentials

1. **To view required company credentials, navigate to the Credentials By Plan tab**

2. **Clicking the arrows on the right side of the plan boxes will allow you to view details**

3. **Click the Company Credentials pill to view Company Credential requirements**

4. **To submit Company Credentials, click the Action button and Submit Credential**

5. **Complete the form and attach any pertinent documents before clicking Save to upload the credential**

6. **After clicking Save, the following screen will appear**

Document Uploading...
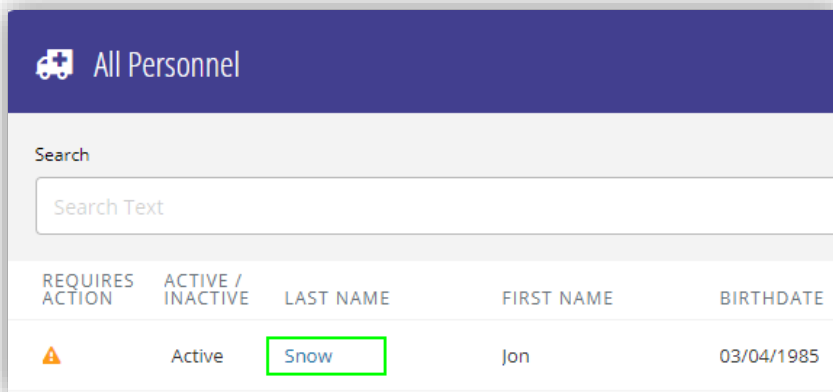
Do not close the browser window while the document is uploading.
A confirmation of success will display once the document upload is complete.

- **It is important to leave the web browser open until this process is complete to avoid errors in uploading**

Vehicle and Personnel Credentials

1. Navigate to the appropriate tab
   - **Vehicles** for Vehicle Credentials
   - **Personnel** for Personnel Credentials
2. Click the blue hyperlink to view details about the record
   - The hyperlink will appear on:
     - o Last Name for Personnel
     - o VIN for Vehicles

3. Scroll down on the details page to view credential requirements for the object by plan
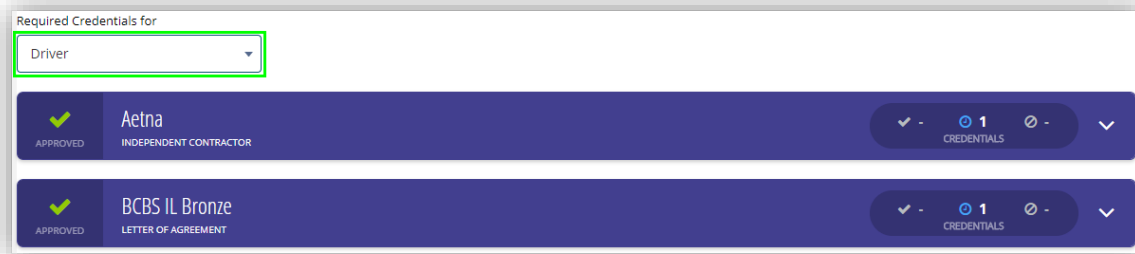
- Note that the highlighted box will populate for Personnel records and will allow the user to choose a role (driver, owner, attendant, etc.) if the object being viewed is assigned to multiple roles

4. Clicking the arrows on the right side of the plan boxes will allow you to view required credentials for the role selected

5. To submit Vehicle and Personnel credentials, we can click the **Action** button and **Submit Credential**
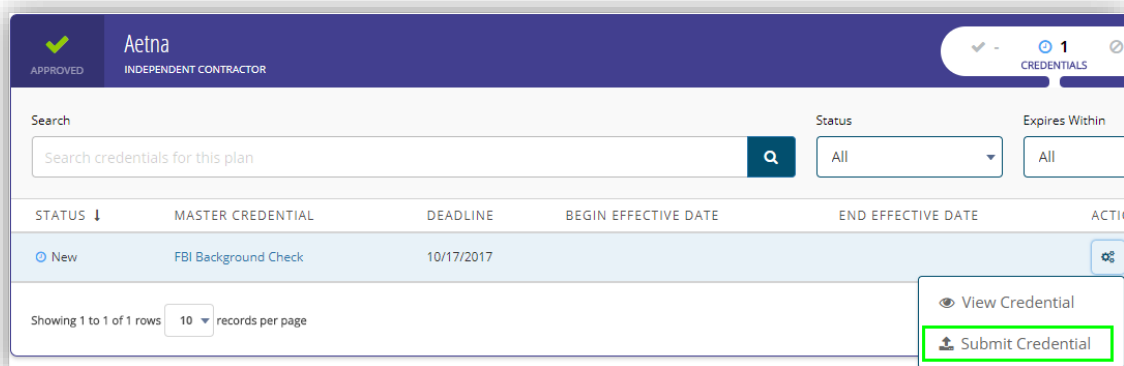
6. Complete the form and attach any pertinent documents before clicking **Save** to upload the credential

7. After clicking **Save**, the following screen will appear

- It is important to leave the web browser open until this process is complete to avoid errors in uploading

Viewing Credential History

1. **Navigate to the appropriate tab for the record you would like to view**

2. **To view details about the credential requirement status and any history of uploads, click the Action button and click View Credential**
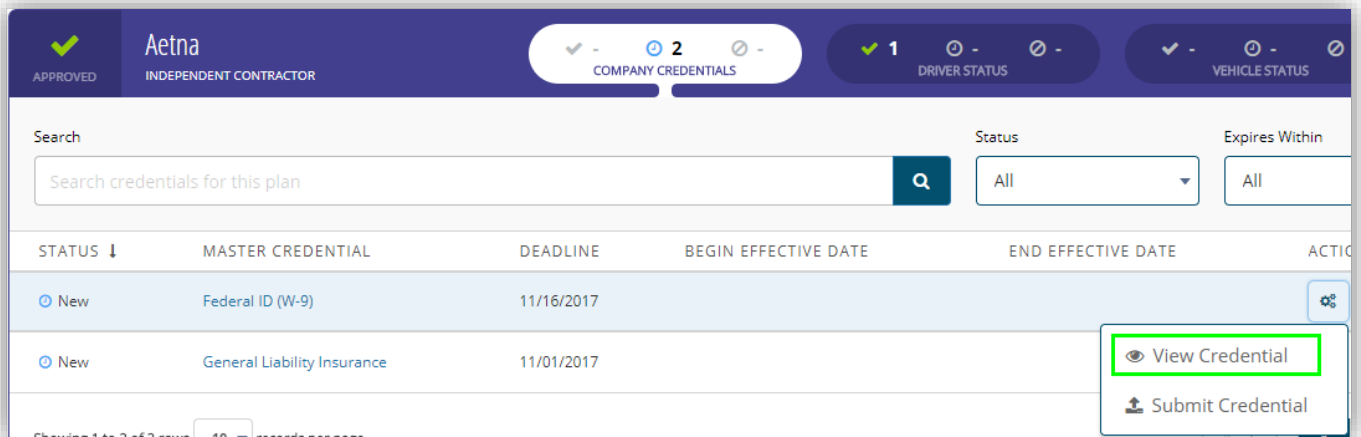
Additional Assistance Requests

1. If there is any need for additional assistance, please contact the Transportation Helpdesk

Transportation Helpdesk
1-877-828-1183
Monday-Friday, 6am-9pm (CST)
Saturday, 6am – 5:30pm (CST)
tphelpdesk@mtm-inc.net

Chapter 3:
Electronic Trip Download (ETD)

Introduction

Transportation is assigned to a provider at the time of the call, whenever possible. Transportation providers will use Electronic Trip Download at an ongoing basis to verify their current trip assignments. Electronic Trip Download (ETD) is a method that MTM uses to notify transportation providers of upcoming trips. Faxes are provided to the Transportation Provider for 30 days after their start date, with the exception of short-notice trips falling under same-day or next-day appointments, which will still receive a fax past 30 days. Transportation Providers will receive trips with less than two business days' notice via fax if accepted first through MTM via phone. Transportation providers should review faxes, the MTM Daily Fax Summary, and/or electronic trip file, at a minimum, daily to make certain all trip requests have been received. If you are not receiving trips, please contact the Transportation Helpdesk at 1-888-828-1183.

The web portal lists the trips that are set with your transportation company in real time. Information from the portal can be downloaded to an Excel spreadsheet. The ETD Report contains all information that is required for each trip and can be downloaded as often as needed. ETD reports may also be used as Driver Logs as long as they remain HIPAA compliant by not displaying the ID number of the member.

Users will have access to the ETD by going to https://onlineaccess.mtm-inc.net/index/login. Once logged in, the ETD option will be located on the left hand side of the screen as shown below.

NOTE: *Please remember to save all reports to your computer for later use (billing, claims, etc.).*

Creating Your Report

Once the ETD option has been selected, you will be directed to a new screen. On the right of this screen, you can select "Create New".

Once an ETD report has been requested by clicking on "Create New", a pop-up will appear instructing you to select a template. You will have the option to choose one of your own templates or use the MTM standard template, choose the dates of the report you would like to see, and select your vendor code.

NOTE: The report Start Date can only be backdated three days. The report End Date cannot be beyond the last day of the following month.

After you have made your selections, click "Submit". You can now see the status of your report. Once in an "Available" status, you may access your report.

Refresh the page to update the status or press the F5 key on your keyboard. Once the status of your report is "Available," click on the hyperlink that says "ETD Created 12/06/2012 at 2:25PM" and the document will download on your computer for you to open. Reports can be manually deleted at any point from the website. If a report is not manually deleted, the system will automatically delete it after 90 days. Remember to save the file to your computer for your records.

NOTE: You must have Microsoft Excel or equivalent software on your computer to open the report. MTM recommends Microsoft Excel Version 7 or higher.

Opening, Saving, and Reviewing the ETD Report

Save the document on your computer by clicking on File from within the document and selecting Save As. This enables you to name the report and choose where to save it on your computer.

Shown below is an example of an ETD report in Microsoft Excel. The report contains the following information:

- Column A displays the member's Medicaid number; (1234567)
- Column B displays the member's last name: (Jones)

- Column C displays the member's first name: (Lisa)

- Column D shows the trip date in Year/Month/Day format; (19000207)

- Column E displays the member's age: (40)

- Column H show the member's phone number; (1234567)

- Column N shows the vehicle type, where C = Cab and P = Para-lift

- Column M shows the trip status; (S1 – see page 29 for definitions of trip status codes)

	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	
1	Medicaid I	Member's	Member's	Member's	Member's	Member's	Membe	Trip Number	Appointme	Appointme	Appointme	Trip Reasc	Trip Status	Vehicle Ty	Trip Type	Whe
2	1234567	Jones	Lisa	19000207	40	1234567	0	MNTB123456A	20130422	Monday	1000	4	S1	C	T	N
3	1234567	Jones	Lisa	19000207	40	1234567	0	MNTB123456B	20130422	Monday	1330	4	S1	C	F	N
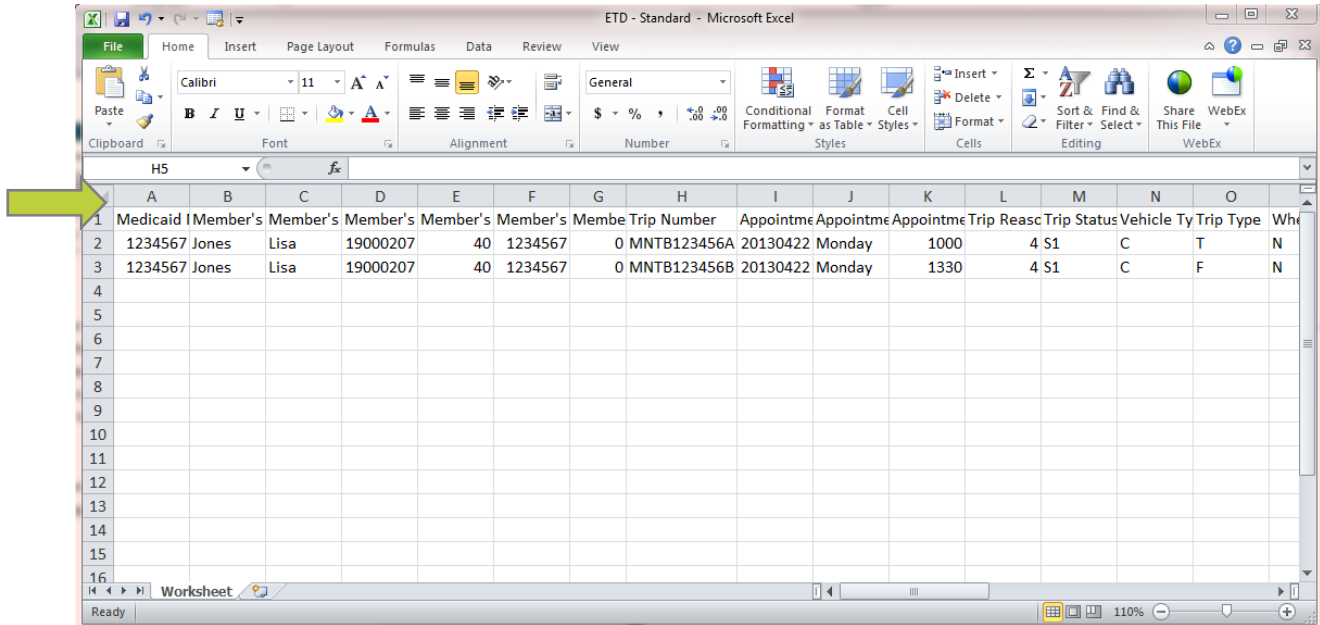
NOTE: Columns can be added or deleted by right-clicking with your mouse on a column and selecting Insert to add a column, or Delete to remove a column.

Round Trips

Each round trip will have two legs: the "To Leg" and the "From Leg." Each trip has a "Trip Number," the "To" and the "From" legs are identified by the letter A or B at the end of the trip number. Example:

- To Leg = MTMA1202222A: The appointment time of "Leg A" indicates at what time the member needs to be at the appointment.

- From Leg = MTMA1202222B: The appointment time of "Leg B" indicates at what time the member will need to be picked up for the return ride home. If "Leg B" has a zero under

appointment time, this indicates that the return time is a "will-call" and that the member "will-call" when they are ready to be picked up.

Multi Leg trip (3 Leg Trip)

Three-legged trips will have individual trip numbers and have a letter A at the end of the trip number; for example:

- To leg = MTMA1202222A
- To leg = MTMA1222223A
- From leg = MTMA122224A

Three-legged trips will not have a "B" leg assigned.

Military/Standard Time Conversion

MTM uses military time on all trips; conversions to military times are shown in the following table.

Military Time	Standard Time	Military Time	Standard Time
0000	12:00 AM	1200	12:00 PM
0100	1:00 AM	1300	1:00 PM
0200	2:00 AM	1400	2:00 PM
0300	3:00 AM	1500	3:00 PM
0400	4:00 AM	1600	4:00 PM
0500	5:00 AM	1700	5:00 PM
0600	6:00 AM	1800	6:00 PM
0700	7:00 AM	1900	7:00 PM
0800	8:00 AM	2000	8:00 PM
0900	9:00 AM	2100	9:00 PM
1000	10:00 AM	2200	10:00 PM
1100	11:00 AM	2300	11:00 PM

Trip Status Codes

Trips may be assigned the following codes:

S1   Trip scheduled

SQ   Trip scheduled, with special rate

SV   RETURN (FROM) TRIP – Provider did not pick up passenger

S4   Return Trip - Passenger was not at pre-arranged pickup point, could not be located

S7   RETURN TRIP - Passenger cancelled direct to Provider prior to return pick-up

S8	RETURN TRIP - Passenger did not call Provider to be picked up and Provider did not go
X1	Passenger cancelled direct to driver at time of pick-up
X2	Passenger was not there at time of pick-up
X3	Passenger was there but not ready - driver required going to next pick-up
X5	Passenger cancelled direct to Provider prior to trip
X6	MTM cancelled to the Provider prior to pick-up
X9	Cancelled due to schedule/appointment change
XE	Cancelled due to operator error
XH	Cancelled, passenger hospitalized
XM	Cancelled by MTM dispatch
XN	Cancelled, provider not most appropriate
XS	Cancelled due to provider being non-compliant
XT	Cancelled, duplicate trip
XW	Cancelled by social worker or facility
XX	Cancelled due to misinformation given by the provider, plan or passenger
XQ	Provider cancelled - i.e., turn back, more than 48 hours prior to appointment
XV	Provider cancelled - i.e., bad weather, mechanical breakdown, accident, traffic jam, lost order, over-scheduled, turn back less than 48 hours prior to appointment etc.
VN	ORIGIN (TO) TRIP -Provider did not pick up passenger or provider was tardy in picking up passenger, which resulted in passenger not being seen at appointment

Custom Templates

Users can create custom templates. This allows you to customize the data fields which will appear on your ETD.

- To create your own template, select the "Templates" option on the menu bar and then select "Create New." Custom templates allow you to select what information you would like to see, and in what order it would displayed. After clicking "Create New," a pop-up window will appear allowing you to choose the information you would like on your template. To add columns of data to your template, simply click on each item from the "Available" list and add it to the "Selected" list by using the add and remove options on the

screen. To change the order of items in your template, click on an item and use the up and down arrows.
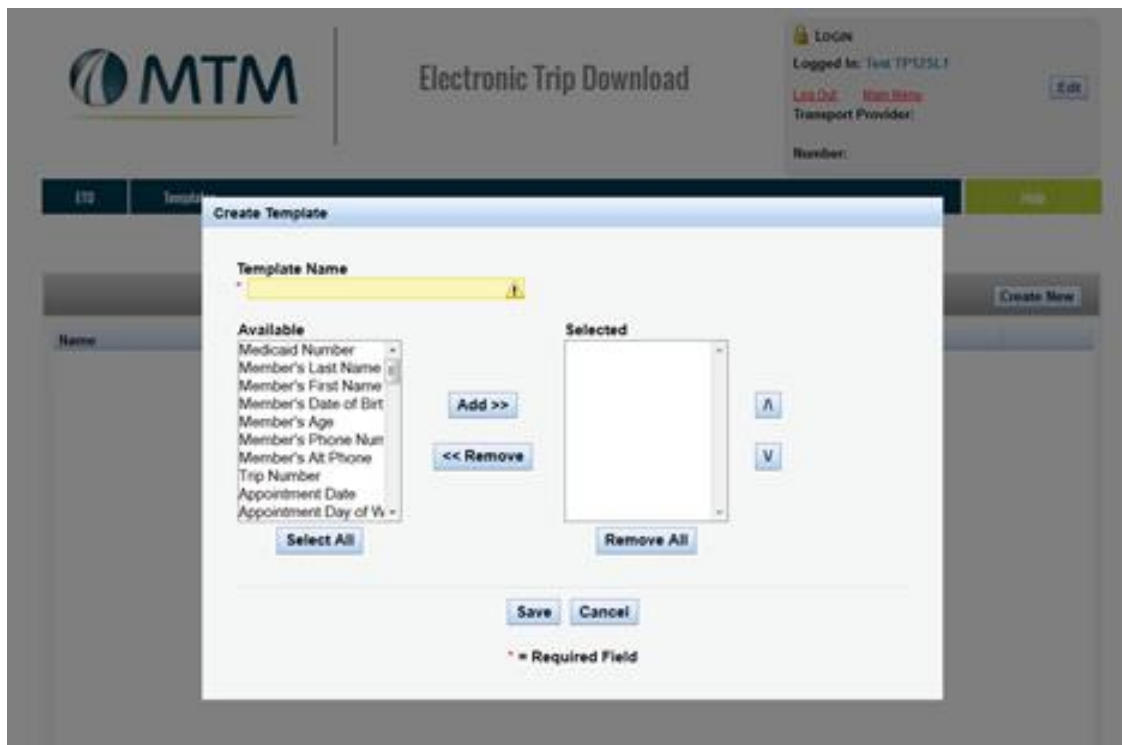
- After creating the template, click "Save." This will save the new template under the "Templates" tab in the menu bar.

- Once a template is saved, it will appear in the "Templates List." You may edit or delete any of your custom templates from the "Templates List." Users can only create up to three custom templates at this time. Users with three custom templates will have to click the "Delete" button and delete an existing template before a new one can be added.

Trip Process Signature Guidelines When Using MTM's Daily Trip Log

Transportation providers must maintain a signed trip or log sheet, including member's original signature and date of transport and listing all members' scheduled rides for each individual day. These guidelines should be followed on a daily basis:

- The transportation provider must not require a member to sign the trip/log sheet on any leg of the trip which is not completed.
- The transportation provider must require the member to sign the trip/log sheet for each leg of the trip at the time of completion of the trip. The member's signature is used as part of the trip verification process.
- The transportation provider understands that lack of required trip documentation will result in denial of payment. These requirements include:
    a. member signatures
    b. driver signatures
    c. date and time of transport pick up and drop off

- If the member is unable to sign, the driver must have the facility staff or aid accompanying the member to sign on behalf of the member. Transportation provider understands payment may be subject to verification.
- An adult, accompanying a minor child, may sign the adult's name on the trip/log sheet as long as the minor's name is clearly noted as well.
- The transportation provider must provide MTM with the trip/log sheets upon request.

Pre-Trip Confirmations

- Transportation provider agrees to contact the member by phone the day before the appointment to confirm the transportation provider's estimated pick-up arrival time.
- Transportation provider shall provide their phone number to the member during the pre-trip confirmation phone call.

MTM's Daily Trip Log (Driver Log)

MTM, INC. DAILY TRIP LOG

Transportation Provider:

Date of Service:

Driver's License Number:

Vehicle ID Number (VIN, Last five digits):

Trip Number	Recipient's Printed Name	T or F Leg	AM/PM of Pickup	Scheduled Pickup Time	Pickup Arrival	Pickup Departure	Drop Off Time	Recipient Signature

NOTES T or F Leg indicates the To or From leg for the trip. Example: Picking the recipient up at the residence and transporting to the doctor's office would be considered one leg (To); picking the recipient up at the doctor's office and transporting back to the residence would be considered the second leg of the trip (From). Each leg of the transport must be documented on separate lines. A signature is required for each leg of the transport. If the Member is unable to sign the Trip Log, please have the Facility Staff or Aid sign on behalf of the Member. AM/PM is indicated for the time of the Scheduled Pickup. No shows will be indicated with NS in the Drop-Off Time.

I certify that all information contained herein is true and accurate, and understand that this statement is made subject to the applicable penalties under federal and state law for making false declarations.

DRIVER'S SIGNATURE:

DRIVER'S PRINTED NAME:

Effective Date 1/25/2013

Trip Process: Etiquette

Trip Cost

A payment by MTM of the amount noted on the trip shall constitute payment in full and satisfaction of transportation provider's claim for compensation for services rendered for that trip. The transportation provider, by performing the trip, waives any claim for compensation in excess of the stated compensation on the trip. If the transportation provider knows that the price, designated level of service, mileage, zip codes, or any other data on the trip request is incorrect when checking the Electronic Trip Download, the transportation provider must immediately notify the Transportation Provider Helpdesk at 1-888-828-1183 of the corrections prior to performing the trip.

The transportation provider has the right to refuse any trip assignment from MTM. If the transportation provider performs a trip, the transportation provider agrees to:

- Accept the amount of compensation for that trip that is noted by MTM on the trip assignment sheet provided in advance by MTM to the transportation provider.
- Not claim compensation in excess of the compensation noted on the trip assignment sheet, irrespective of the level of service, or the totality of services provided by transportation provider for the given trip.

Communicating with Members

- If member calls transportation provider directly, transportation provider must notify them to call MTM to arrange and authorize their transportation.
- Transportation provider will not contact member's medical provider to schedule or re-schedule appointments.
- Drivers must make best effort to make contact with the member notifying them their ride has been waiting outside for at least 10 minutes after the scheduled pick up time before leaving the premises without the member. This would include, at a minimum, honking, knocking at door, inquiring at reception desk and calling dispatch to place a call to the member to notify them their ride is outside.
- Members must call MTM for approval prior to an unscheduled appointment or a pharmacy trip. If the transportation provider does not obtain prior approval from MTM, they will not be paid for the trip.

- Drivers must not enter the passenger's home except under prior authorization from MTM.

No-Shows and Cancellations

- MTM REQUIRES THE TRANSPORTATION PROVIDER TO CONTACT THE MTM TRANSPORTATION PROVIDER HELPDESK WITH ALL NO-SHOWS AT THE TIME OF THE NO-SHOW. TIMELINESS OF REPORTING WILL DETERMINE WHETHER THE NO SHOW IS A MEMBER OR PROVIDER NO SHOW.
- IF A TRIP IS CANCELLED BY THE MEMBER DIRECTLY, THE TRANSPORTATION PROVIDER MUST NOTIFY THE MTM TRANSPORTATION PROVIDER HELPDESK AT 1-888-828- 1183 IMMEDIATELY TO DOCUMENT MEMBER CANCELLATION OF THE TRIP.

Mileage, Trip Costs, and Discrepancies

- Transportation provider understands all trips are defined as one-way trips.
- Transportation provider acknowledges and agrees that where mileage is paid by MTM for a trip, all mileage will be calculated by MTM's commercial GPS based mileage system, based on the shortest distance from the pick-up point to the final destination point, irrespective of the route actually taken by the transportation provider, and irrespective of the actual travel time incurred in the performance of the trip.
- If transportation provider knows that the price, designated level of service, mileage (3 miles or more in difference), zip codes, or any other data on the trip request is incorrect, transportation provider must notify MTM of the corrections prior to performing the trip.
- If there is a discrepancy on the number of additional members noted on the trip faxes, transportation provider must contact the MTM Transportation Provider Helpdesk before leaving member's home/pick-up location.

Timeliness

- Transportation provider must allow a minimum of ten (10) minutes wait time at the scheduled pick-up locations for scheduled member(s) to enter vehicle.
- Transportation provider must not cause a member to arrive more than 30 minutes prior to an appointment, unless requested or pre-authorized by MTM or the member.

- The wait time for a pre-scheduled return trip, such as dialysis, rehabilitation, etc., after an appointment, shall not exceed 15 minutes.
- Transportation provider must accommodate "will-call" pick-ups within one hour from time of the member's call.
- Transportation provider are given - a ½ hour window 15 minutes before and after estimated scheduled pick-up to arrive for the scheduled pick time. Transportation provider must allow a minimum of 10 minutes wait time after the pre-scheduled pick-up time before leaving the member's pick up location.
- Transportation provider must maintain that all trips must be scheduled to ensure participants are in the transportation network provider's vehicle no longer than twice the amount of time of the normal average commute from the participant's pick-up and delivery location.
- In multiple-member situations, members should not remain in the vehicle for more than 45 minutes longer than the average travel time for direct transport except in cases when long distance travel is involved.
- Transportation provider agrees to complete any pre-scheduled round trips even under the circumstance when the medical service extends past the approximate expected completion time.
- Transportation provider agrees to contact the member of a significant pick-up delay and obtain information as to whether or not the member will still be able to attend the scheduled appointment.
- Transportation provider understands if they are consistently late for pick-up and/or drop-off by MTM's assessment, transportation provider may face corrective action and be assessed liquidated damages.
- If Transportation provider fails to perform agreed services or arrive within a timely period resulting in the member missing their appointment as described in this section, provider agrees they may be assessed a provider "no-show," where provider may face corrective action and be assessed liquidated damages.

Chapter 4:

Provider Trip Management (PTM)

Reporting Member Cancellations, No-Shows, and Reassignments

The PTM application allows transportation providers to report cancellations, no-shows and reassignments to MTM.

To access the PTM Website, navigate to the Main Menu by logging in or selecting the Main Menu link from the login box in the upper right corner of your screen. To use the application, use the search criteria to look up the trip you want to see, than choose the action you would like to report by selecting the button on the right hand side of the trip information.

You will be able to look up the trip number by using any of the "Search Criteria" and clicking on "Search". When searching for trips the "Appointment Date" can only be backdated two days. The "Appointment End Date" cannot be beyond the last day of the following month.

Trip Cancellations

If the member contacts you directly to cancel transportation, you can cancel the trip using the PTM Website. If you do not report the cancellation, this could result in an unwarranted and unintentional provider no-show.

Member No-Show

You should report a trip leg as a member no-show at the time the member was a no-show for the scheduled transportation. Lack of notification to MTM could warrant a provider no-show, in the event that the member contacts MTM and states that the no-show occurred on the part of the provider.

If you are reporting the "A" Leg as a member no-show, the "A" Leg will automatically be changed to Member No-Show in MTM's system. Then, the "B Leg" will automatically be cancelled. If you are reporting the "B" Leg as a member no-show, the "B" Leg will automatically be changed to Member No Show in MTM's system. The "A" Leg will not be changed.

You may also report a no-show by calling the Transportation Provider Helpdesk at 1-888-828-1183.

Reassignments

If a transportation provider refuses a trip assignment, the transportation provider must notify MTM within 24 hours of receiving the trip and no later than 48 hours before the appointment date. You should report a trip leg as a reassignment if you are unable to provide service for the trip. Report a reassignment as soon as you are aware that you are unable to provide service. This will allow MTM enough time to find alternate transportation and can be done up to 48 hours prior to the trip using PTM. To submit a reassignment less than 48 hours before the trip, you will need to call the MTM Provider Helpdesk. Remember, Liquidated Damages may be assessed for late trip cancellations. Refer to your Schedule B documentation.

When a reassignment is reported to MTM for an "A" or "B" Leg trip, both legs will be turned back. You may not reassign only one leg of a round trip.

Trip Information

If you would like to read more detail information about the trip, please click on the trip number and you will see the trip detail page.

Actions

Cancel Turnback

Trip Details

Scheduled on 04/15/2013 at 04:15 PM

Member:	SUSIE TEST
Age:	3
Phone Number:	(314) 555-5555
Alternate Phone Number:	(636) 695-5745
Appointment Date:	05/13/2013
Appointment Time:	12:00 PM
Miles:	3.28
Cost:	$10.12
Pick Up:	SUSIE TEST 915 N GRAND BLVD SAINT LOUIS MO 63106-1621
Drop Off:	GRACE HILL 2200 LEMP AVE SAINT LOUIS MO 63104-
Require Wheelchair:	No
Crutches/Walker/Cane:	No
Pregnant:	No
Additional Passengers:	0
Car Seats Needed:	0
Special Needs:	None

Print Option

If you would like to print the "Trip Sheet/fax sheet" from the website, please click on the "Print" button.

For additional assistance please contact the Transportation Provider Help Desk as 1-888-828-1183.

Chapter 5:

Claims Processing

Introduction

The Claims Website is an online tool that allows transportation providers to submit claims electronically and review payment information online. Using this website, all claims-related interactions between providers and MTM occurs electronically. All signature documentation is scanned and saved to the provider's computer as a PDF, after which they may upload it to the site. Providers do not need to mail in any documents unless specifically asked to do so. There is no limit to the number of trips that you can claim in one packet; however the file size of your signature PDF cannot exceed 11.99 MB.

Transportation providers will not assert any claim for payment against MTM where such claim is based on services provided more than 90 days prior to the date of MTM's receipt of the claim. Any claim submitted by transportation providers more than 90 days after the date of service shall not be eligible for payment. Transportation providers hereby waive any right to such payment.

To make claims, trips are batched together as part of a packet. Packets are created by transportation providers and include the uploaded image of signature documentation (trip logs or driver sheets) and a list of trips the provider wants to claim.

Once signature verification and adjudication have been completed, providers can easily find claims that have been approved and denied. Approved claims will be paid according to the Scheduled Payment Terms on the website. Providers have the ability to appeal any denied claims so long as it is not past the appeal deadline (30 days after claim denial).

First Steps

Please complete the following steps prior to logging into the Claims application:

1. <u>Complete the Daily Trip Log</u>: The trip log (or faxed trip sheets) must be scanned and saved to your computer as a PDF document. If you have more the one log to submit, scan all pages together and save as one PDF document. The uploaded image (Daily Trip Log), must contain a picture of the signature for every claim being submitted. If there is a signature image for a trip, but the trip number is not on the list, the signature will be ignored even though the trip may have been claimed in another packet. Any claim added to the list without a signature in the image will be denied. It is your responsibility to ensure that each trip has a corresponding signature verification image.

2. <u>Upload the Claims Template</u>: After scanning and saving the trip logs, you will need to type the information that is on the scanned trip logs into an Excel spreadsheet (Claims Upload Template) in the same order that is displayed on the scanned trip logs. Once that has been completed, please save it to your computer. Now you may log in to the website (https://onlineaccess.mtm-inc.net/index/login) and start creating your packet.

Claiming Your Trips

To make claims, batch your trips together as part of a packet. Packets include the uploaded image of signature documentation (trip logs or driver sheets) and a list of trips you want to claim. Claims, and all required information, can be added to a packet manually one at a time or by importing the information for multiple claims from a spreadsheet.

A trip number is required for each claim; additionally, you may also be required to submit any combination of the following data:

- All PUDO (pick-up and drop-off) times per trip leg
- Driver's license number
- VIN (full VIN number)
- Signature type (member, facility staff, or representative of the member)

Packets

To create a new packet, navigate to the Claim Packets menu by selecting the "Packets" tab located in the upper left corner of the screen. Below is an image of the Claim Packets list page.

Enter the name you would like to use for the packet in the field to the left of the "Create Packet" button. Click on "Create Packet," which will route you back to the Packet page where you can upload the image of your signatures, add claims to the list, and submit the packet for processing.

Uploading Signature Image (Trip Logs) To Packets

To upload signatures and trip logs to your packet:

1. Scan a copy of the packet and save it as a PDF to your computer.
2. Navigate to the Claims Packet menu by selecting the "Packets" tab.
3. Choose the packet you would like to work with from the list, or create a new packet.
4. Select the "Upload Packet" button which will navigate you to the "Upload Packet" page.
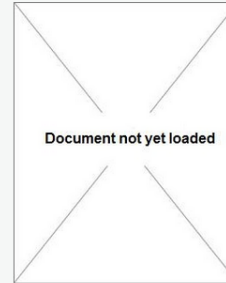
5. The Upload Packet page will have the "Upload Packet" button. The Upload Packet page is illustrated below.

6. Find the file containing the scanned signature packet by searching for it through the pop-up menu. Press "Open."

7. Select the "Save" button at the bottom of the page, demonstrated in the image below, after the system uploads the file. Selecting "Save" will navigate you back to the Claims Packet page. **Claims may be added to the packet only after a signature image has been uploaded.**

Open your scanned signature image by selecting the "Open Document" hyperlink under the uploaded image or by opening the embedded image. It is important to review the scanned image when adding claims to verify that you do not add a claim that is not in the image. It is okay if a trip signature you are ready to claim is on the same sheet of paper as trips you are not ready to claim. MTM will only review signatures for trips with corresponding trip numbers in the packet. Additional signatures will be ignored.

Adding Claims to the Packet

Claims can be added in groups by uploading an Excel spreadsheet or individually by entering all required compliance data, along with the trip number, in the data entry section of the screen using

information from the scanned image. The section used to enter your compliance data is displayed below. The Vehicle and Driver boxes contain dropdowns that display all vehicles and drivers who have been approved within the last 3 months.

Times may be entered in 12-hour or 24-hour, military format, but must be entered in the format selected along the right side of the entry section. The 12-hour format requires an AM or PM designation (you may also use A or P) but the 24-hour format does not. A colon is not required for either format. For example, one o'clock in the afternoon in 12-hour format can be entered as 0100PM, while one o'clock in the afternoon in 24-hour format can be entered as 1300.
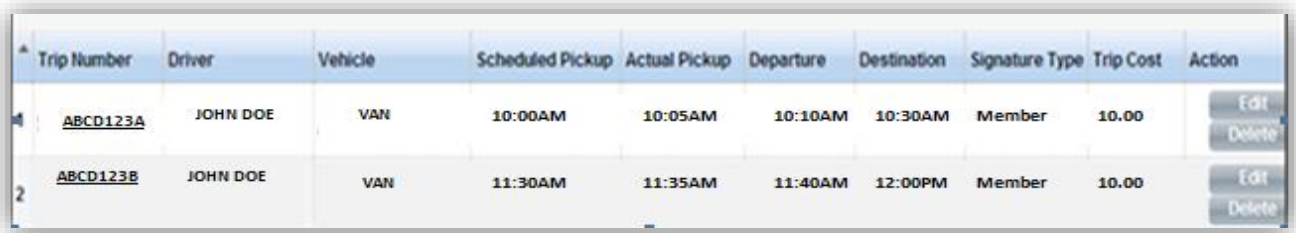
After entering all the required information for a claim, select the "Add" button to add the claim to the packet. The claim will be added to the list.

Your reports and records shall contain, for each trip, the requisite passenger and driver signatures and contain all required documentation. Transportation providers will not be paid for any claim

that lacks required documentation, and shall be deemed to have waived payment for any claim lacking required documentation. Liquidated damages may be assessed for non-compliance events set forth on the Schedule B.
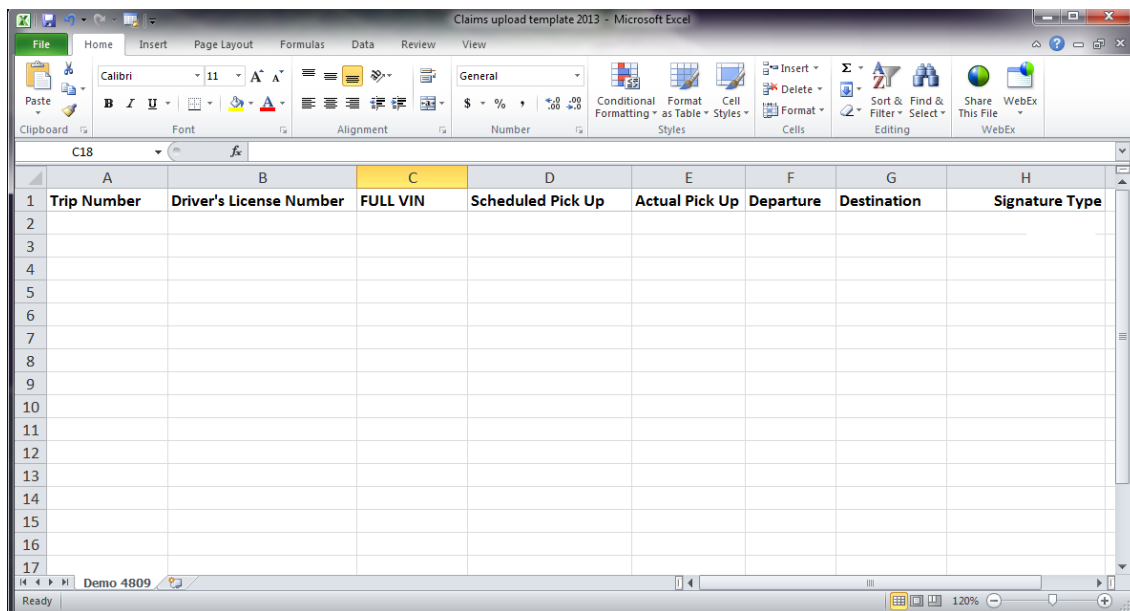
Editing and Deleting Claims

You may need to edit or delete a claim from a packet if you find an error or do not agree with the trip cost that is displayed. All deleted claims may be added to another packet. It may only be edited or deleted before it is submitted to MTM. The image below shows the "Edit" and "Delete" options next to each claim.

Importing Multiple Claims Using MTM's Claims Upload Template

If you choose to claim trips in batch form instead of entering them one at a time, an Excel spreadsheet must be created and saved in a folder before it can be uploaded. An example is shown below.

Signature type can be one of the following choices:

- M = Member Signature
- F = Facility Signature
- R = Representative of the Member Signature
- N = No Signature

Once the spreadsheet has been created, filled out, and save to your computer, it will need to be uploaded through the following steps:

Navigate to the claims packet list by selecting the "Packets" tab. Choose the packet you would like to work with from the list, or create a new packet.


8. After the image of the signatures has been uploaded, select the "Upload Claims" button which will navigate you to the Upload Claims page. Note that this button will be grayed out

and nonfunctional until a packet image has been uploaded. You must upload the image first.
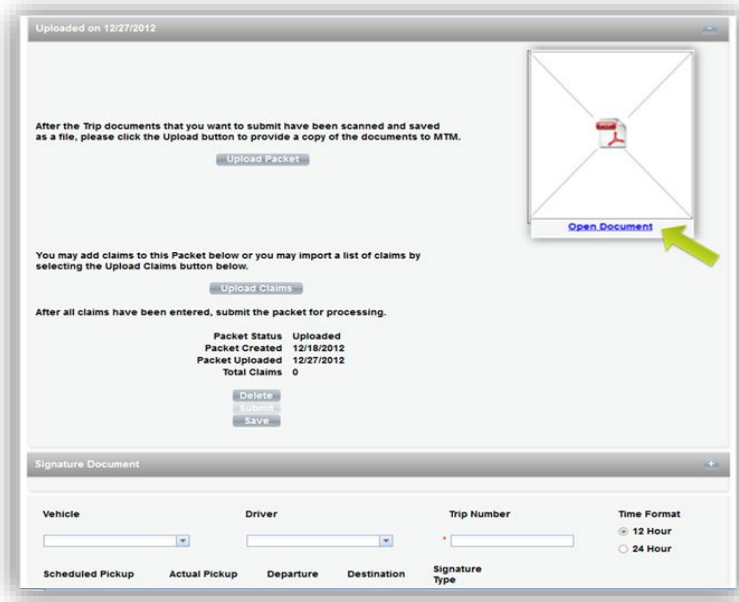
9. Find the file by searching for it through the pop-up menu and press "Open".

The claims from the spreadsheet will be displayed in the list at the bottom of the page. Each claim from the spreadsheet will either be accepted or rejected. The total number of claims labeled as accepted and rejected will display under the Upload button at the top of the page, as shown below. Although the file has been uploaded, it is not a part of the packet until it is submitted.
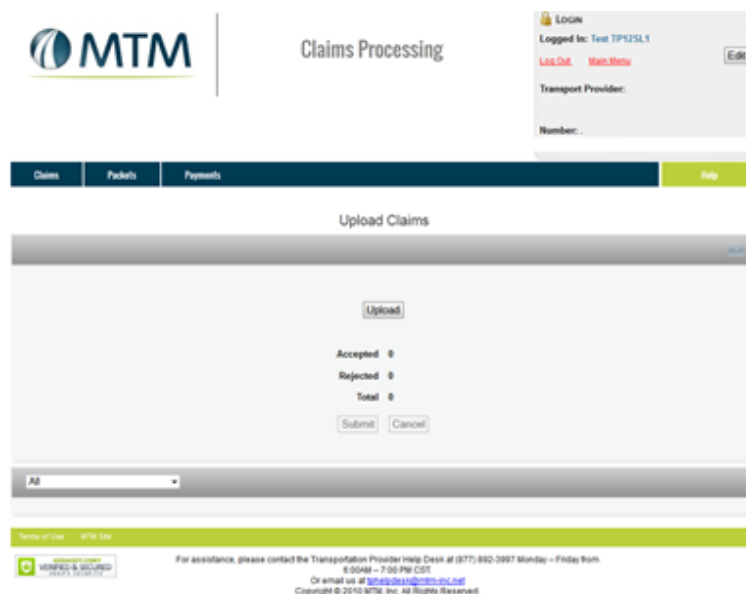
Reviewing Rejected Rows

Rejected rows will display with a red "X", as shown below. You may edit rejected rows by selecting the "Edit" button along the right side of the list. Selecting the "Edit" button will display a window allowing you to make corrections to the invalid fields. Selecting the "Submit" button will take you back to the "Packet" page and your claims will be populated within the list at the bottom of the page. After adding all the claims to the packet, you should submit the packet to be reviewed by MTM.

Trip Cost

The cost of the trip will be displayed on the list. If the cost is different than you expect it to be, contact the Transportation Provider Helpdesk at 1-888-828-1183. Incorrect claims may be deleted and claimed on a later packet; therefore, the incorrect price of one claim does not slow down payment of all other claims that are priced correctly. Remove the claim from the list and resubmit it after the price discrepancy has been resolved. There is no need to remove the signature image if you remove a claim from the list. To remove the claim from the list, you must delete it from the packet. Claims deleted from the packet may be claimed on another packet, but you must include the signature image on the new packet. Price negotiations will not be allowed after the trip has been claimed.
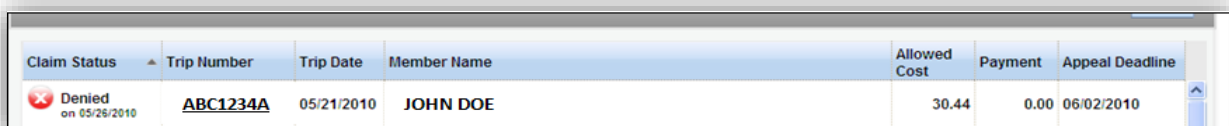
NOTE: It is important to add claims to the list in the same order they are displayed in your image. Doing so will reduce the chances of a claim being denied because MTM marked it as missing a signature when a signature was actually provided.

Deleting a Packet

Packets may only be deleted before they are submitted to MTM. You may decide to delete an entire packet because a mistake was made over multiple claims. All claims on a deleted packet may be added to another packet, as long as the packet has not been submitted.
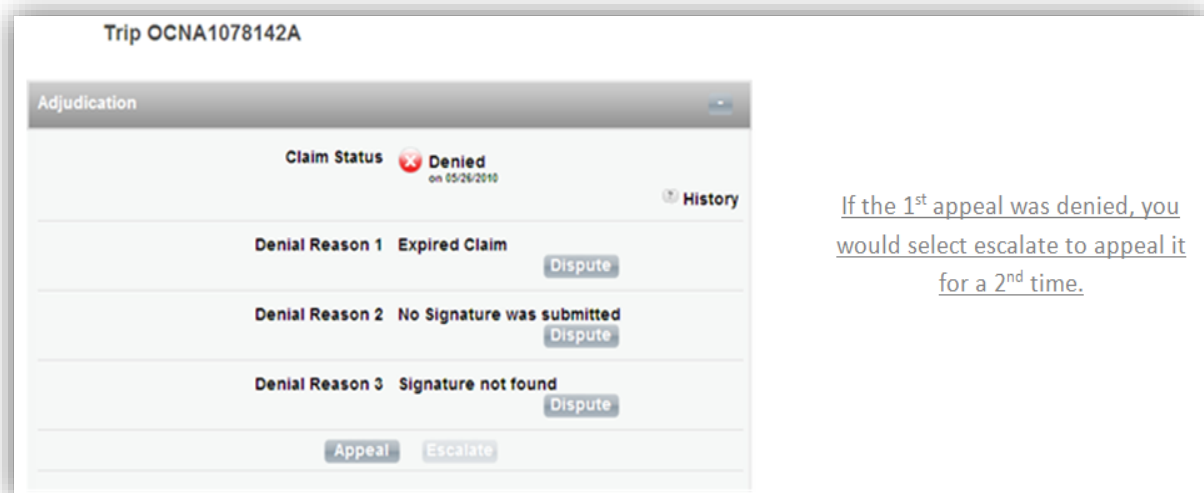
Appeals

You have an opportunity to appeal any claim that was denied by adjudication. All appeals must be made on or before the appeal deadline of the claim, which can be found in the rightmost column of the "Claims" list. The appeal deadline is set automatically by the system following adjudication for all claims that are denied. If a denied claim is not appealed by the appeal deadline, the status will change to Denied –T/O, indicating that the appeal has timed out and will no longer be available for appeal. Once a claim has been denied, you will have 30 days to claim the trip.

Claim Status		Trip Number	Trip Date	Member Name	Allowed Cost	Payment	Appeal Deadline
Denied on 05/26/2010		ABC1234A	05/21/2010	JOHN DOE	30.44	0.00	06/02/2010

Appealing a Denied Claim

To appeal a denied claim, navigate to the claims tab, and click on the claim (trip number) that was denied. This will navigate you to the "Trip Detail" page. You will find the adjudication section near the top of the page. This section displays the status of the claim and any reasons for denial, as demonstrated below.

In order to appeal your denied claims select the "Dispute" button. This will display a window requiring you to submit certain information that will assist MTM in determining your appeal. After disputing each denial reason, you may select the "Appeal" button to submit your appeal to MTM. The status of your claim will be updated to Appealed. The status of your claim will be updated to Approved or Denied depending on the outcome of the appeal.

Escalating an Appeal

You will have the opportunity to escalate a denied appeal to a supervisor at MTM who will provide additional review. To escalate your denied appeal to a supervisor, select the "Escalate" button located next to the "Appeal" button on the "Trip Detail" screen. Once selected, the system will display a popup window requiring you to select one of two choices:

- My claim was denied in error.
- My claim was accurately denied, but I should receive payment.

After making your selections, you will see the message "Please summarize the circumstances that warrant payment for this denied appeal." Pressing the "Confirm" button will send the escalated appeal to MTM. Pressing "Cancel" will close the window without sending the escalated appeal.

Payments

Payment information may be viewed by selecting the "Payments" tab, as shown below. Each check number is displayed as a hyperlink. Clicking on the check number will navigate the user to the "Payment Detail" page, which contains a list of all trips included in the payment.

Compensation Guidelines

In the event that an MTM or client audit discovers that a transportation provider has not provided full and complete documentation and records to support a claim for payment, or that MTM has overpaid the provider, the provider agrees that MTM shall have the right to recoup or offset against current or future payments. This will be done in a sum which equals the amount of the disallowed and unsubstantiated portion of the claim for payment. The provider also agrees that it will look solely to MTM for payment for services rendered. In no event, including but not limited

to, non-payment by MTM or MTM's client, may the provider bill, charge, or otherwise seek compensation from a member to whom the provider rendered services. This provision does not prohibit the provider from collecting a copayment.

Transportation providers agree to bill MTM for the designated level of service, regardless of the level of service actually provided. The provider may not accept the trip assignment at the MTM designated rate and claim additional compensation after performance of the trip for a higher level of service or for any other extras. Additionally providers agree that:

- There will be no charge to MTM for trips cancelled by the transportation provider, member, or in advance by MTM
- Billing shall only include charges set forth in the predetermined rate set by MTM
- Disputed claims must be resolved before payment for any disputed claim can occur
- Unless explicitly agreed upon, payment will only be issued for loaded miles (from member's pre-scheduled start location to pre-scheduled end location) and not for the distance traveled by the provider to arrive at the pick-up location. Loaded mileage will be conclusively determined in accordance with MTM's system.

Definitions

Website: the online Transportation Provider Website. https://onlineaccess.mtm-inc.net/index/login

MTM Trip Log: form given by MTM to transportation providers, in order to obtain the required signature documentation to bill MTM for the transportation provided to a Member.

Template: lay out used to download trip information from the Electronic Trip Download.

Credentialing: process through which transportation providers become compliant when submitting the required documentation electronically.

Transportation Provider Help Desk: MTM department that answers all of the transportation providers questions and concerns over the phone when calling 1-888-828-1183 or via email at tphelpdesk@mtm-inc.net .