



**To: Non-Emergency Ambulance Providers**

**Date: May 10, 2016**

**Subject: Claim Submission Process for Voided Fee for Service (FFS) Non-Emergency Ambulance Transportation (NEAT) Claims**

**Summary:** This notice outlines the process for requesting reimbursement for voided FFS NEAT claims for AmeriHealth Caritas Louisiana (ACLA) members. Within 90 days, please follow the steps below to submit the voided FFS claims for ACLA members to LogistiCare for processing.

**Issue:**

DHH has identified paid FFS NEAT claims that must be administratively corrected due to a member's retro linkage to a Healthy Louisiana (formerly Bayou Health) health plan. These NEAT claims are for dates of service between February 1, 2015 and November 30, 2015.

On the May 24, 2016 check-write, Molina will void these claims. These voided claims will appear on the remittance advice (RA) with a Healthy Louisiana Health Plan-specific edit code. The edit code corresponds to the name of the Healthy Louisiana health plan for which the member was linked on the claim date of service.

**Action Needed:**

Once claims are voided, NEAT providers will need to resubmit the effected claims. NEAT claims for ACLA members should be submitted to LogistiCare. **Claims for ACLA members may be identified by the 880 edit code on the RA.**

LogistiCare will contact providers in early May with the prior authorization numbers for ACLA member claims. Each NEAT provider's trip list, corresponding PA numbers, and instructions for submitting claims (outlined below) will be forwarded by mail or FedEx.

To request reimbursement for voided NEMT claims for ACLA members, please follow the steps below.

**Instructions for submitting retro claims**

Your envelope should contain these documents:

- DHH Bulletin – Overview of Voided NEAT Claims
- LogistiCare's Retro Non-Emergency Ambulance Invoice Billing Form

- PDF document that contains your Prior Authorization Number for Non-Emergent Ambulance trips that Molina has voided.
- Fed Ex envelope addressed back to LogistiCare

In order to process your claims efficiently, please provide:

1. Name of Pick up and Drop off Facility
2. Address of Pick up and Drop off Facility

This information should match each Prior Authorization number that is given on the spreadsheet. You can add the information that is requested to the spreadsheet or send the matching 1500 form. ***If you want your spreadsheet to be sent to you via secured email in Excel format, please let LogistiCare know and they can email it to you.***

3. Invoice should be filled out completely. Calculate the number of trips and include that number on the invoice. Your total should match the spreadsheet as well as the dollar amount for the trips.
4. Sign your invoice once it's completed.

What does LogistiCare need from us to payout these claims?

1. Signed and completed invoice
2. PDF or Excel spreadsheet that has the name of pick up and drop off facility along with the addresses or 1500 claim form

***All documentation should match each Prior Authorization given.***

Once LogistiCare has received the information and it is approved, it will be processed and a check will be Fed Ex back to you.

***PLEASE NOTE: If everything is correct, processing will take 3-4 business days.***

To obtain consideration for payment, providers **must** submit claims to LogistiCare **no later than 90 days from the date the claim is voided.**

**Questions:**

For assistance with submission of impacted NEAT claims, please contact LogistiCare at 1-866-570-6143, extension 2216.