

## NEMT PROVIDER BULLETIN

1/6/23

Winter is upon us, and with winter comes inclement weather conditions. As we deal with inclement weather conditions in our state, we would like to take this time to remind you of the process our transportation providers should be following when the weather affects your ability to provide transportation.

[South Country Health Alliance \(South Country\) website](#)

Hover over the Provider Tab - Click on Provider Manual and then Chapter 27 – Transportation Services.

### **Inclement Weather**

Providers may decline transporting members when they feel that it is unsafe to travel due to inclement weather. The safety of the member is top priority and should be considered when deciding whether to transport or to provide a specific level of service during times of inclement weather.

Special consideration must be given to urgent requests such as but is not limited to dialysis, electro-current therapy, chemotherapy, and radiation.

Providers must make every effort to complete all rendered transportation services and return members they took to an appointment before inclement weather limits their ability to transport the member safely.

**The provider must notify the member(s)** and South Country RideConnect immediately if they are unable to complete transportation services due to inclement weather.

We have updated our Transportation Services Chapter 27 in our Provider Manual.

### **Nursing Facility Members**

Members residing in, being admitted to, or being discharged from a licensed nursing facility automatically qualify for the most appropriate level of transportation for all trips. These members do not need a LON assessment authorization. The local county human service agency updates the member's living arrangement code and must indicate that the member resides in a nursing facility.

**Rides for members residing in or being discharged to or from a nursing facility may be scheduled directly with any contracted NEMT provider.**

**RideConnect does not have to be contacted for Ambulatory or Wheelchair transports.**

**However, stretcher transports must be scheduled through RideConnect.**



Please note that on our [home page](#), you will find a button at the bottom left titled “Translate.” This option allows you to change the language text on the website from the following options:

- English
- Spanish
- Russian
- Somali
- Hmong

## **South Country Provider Contact Center**

**1-888-633-4055**

**Hours: 8 a.m. - 4:30 p.m.**

The Provider Contact Center staff are available as your first point of contact to assist with the following.

Member benefit coverage	Provider web portal issues
Authorization verification	Claim rejection guidance
Website questions	General information
Claims billing and processing guidelines	
Remittance adjustment code details and payment information	

South Country wants to ensure providers are reimbursed for services provided to our members and following all billing guidelines. Our staff are committed to support and guide you in understanding all South Country processes and procedures. In addition, callers that utilize our Provider Contact Center are provided a reference number that identifies your call in our system. Please keep the reference number in your records to refer to if you have any additional questions or need to check the status of an open issue. The reference number will help the representative locate your issue quickly.