



WellTrans

Partners in Success

WellTrans

Professional Management Enterprises (PME)



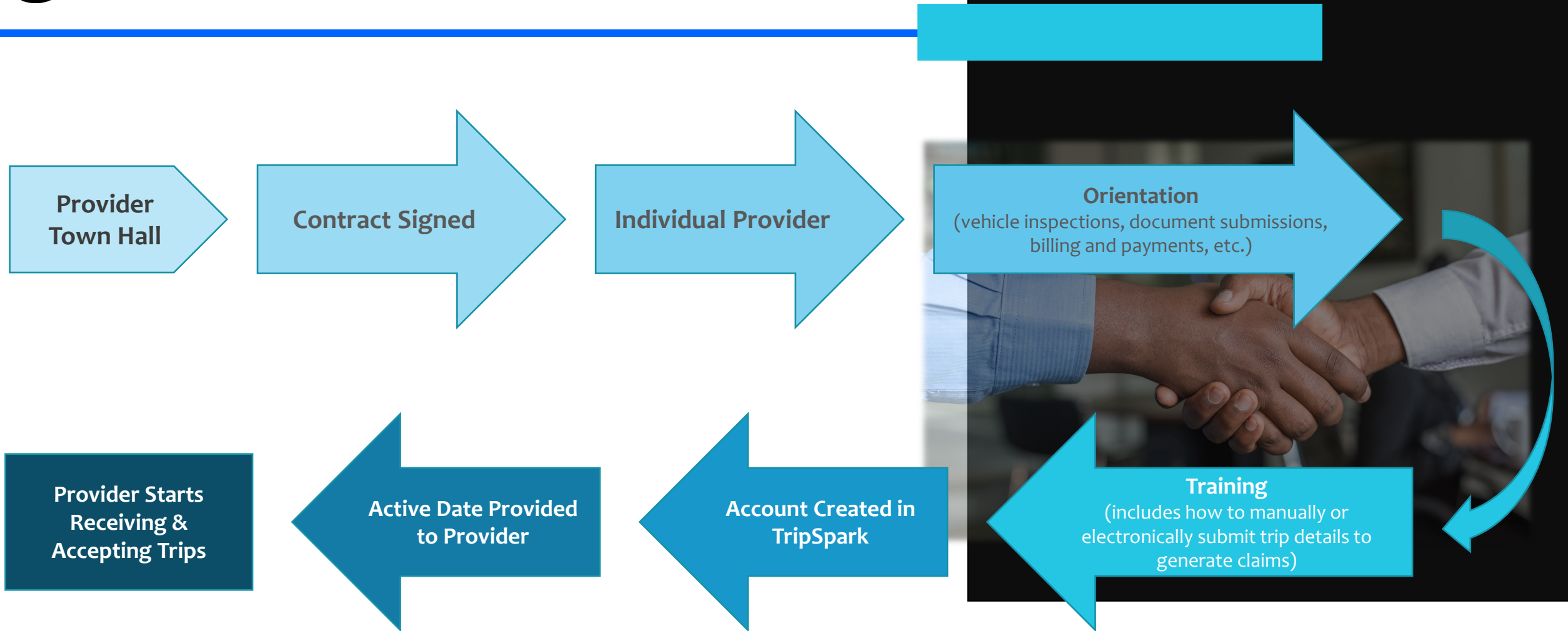
- Our History
- Involvement with Anthem
- A Need for Change
- Creation of New Entity *WellTrans*

About Us

Being proactive and transparent helps ensure a positive customer service experience.

- **Contracting Phase: Now until Dec.**
- **Inspection Phase:**
 - To begin after all agreements and required documents have been submitted and approved.
- **Testing Phase: Nov.**
 - Testing to begin with providers already contracted and loaded into the system.
- **GO-LIVE: Dec. 1st**





- **Enhanced Convenience for Inspections**
 - Provider Relations staff to assist with on-site inspections.
- **Portal Access to Submit Documents**
 - Ability to submit electronic documentation for contracting and credentialing.
- **Electronic Contracting**
 - Utilization of secure platform to ensure quick and confidential contracting.

- Provider Agreement and all associated documents are available on-line at <https://www.welltransnemt.com/provider-info/>
- Interested providers are able to submit inquiry directly to provider relations staff via provider page of the WellTrans website.
- Required forms and documents can be found within the provider agreement or in the credentialing checklist found on the provider page of the WellTrans website.



- **24/7 Provider Support Line**
 - 866-982-3983
 - 317-875-4670 (fax line)
- **Provider Relations Specialist**
 - Adam Kloss
- **Portal Access**
 - Set up by WellTrans after provider has signed contract, completed credentialling, and at least 1 vehicle has passed inspection.
- **Combination On-line and In-Person Training for Drivers**



- **Performance standards**

- **On-time performance-** 10 minutes after designated pickup time trips and 1 hr for will call pickups
- **Send backs-** 24hrs prior to pick-up time
- **Complaints-** submitted to provider line
- **Vehicle inspections-** Upon entry and annual there after
- **Driver compliance-** Required training, license, OIG, drug testing, workers comp.
- **Accident reporting**
- **Incident reporting**



- **Performance Based Incentives**

- On time performance
- Send back percentage
- Total complaints
- No Shows
- Accident reporting
- Incidents
- Inspections



- **New Claims Portal**
- **New shipping address for physical forms**
 - 7155 Shadeland Station Way, Suite 190
Indianapolis, IN 46256
 - **Claims Fax Number: 317-819-0160**
- **Processing Time**
- **Clean Claims**
 - All processing times are dependent on the submission of clean claims. Clean claims are claims submitted correctly without and any needed modifications.



- Training for appropriate staff on all claims submission processes will be conducted during post-contract on-boarding.
- Payments made for clean claims will be done via direct deposit utilizing information provided by the provider via the designated EFT form given during the credentialing phase.
- All information related to billing and payments, including how to dispute, are also contained with the WellTrans Billing Reference guide.
- All Claims must be submitted within 90 days of trip completion



- Currently in process of developing a Cooperative for participating providers to purchase discounted:
 - **Insurance**
 - **Drug screens**
 - **Safety supplies**
 - **Vehicles**





Questions

We have the answers!

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Thank You

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