

## Provider Frequently Asked Questions

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Question	Answer
<b>What is Non-Emergency Medical Transportation (NEMT)?</b>	NEMT is a service provided to eligible members who require transportation assistance to covered healthcare services and have no other means of transportation.
<b>How do I become a WellTrans NEMT provider?</b>	<p>All interested transportation providers should contact WellTrans either by submitting our online “Contact Us to Become a Provider” form, or by calling or emailing our Provider Relations Manager directly. The online submission form, Provider Relations Manager’s phone number, and the Provider Relations Manager’s email address can be found here: <a href="#">WellTrans   Provider Information</a></p> <p>WellTrans will review applications to determine if there is a need for new transportation providers in the region you serve. Our Provider Relations team will reach out to confirm we received your inquiry. If a need exists within your service area, we will contact you to schedule an interview and request that you proceed with the next step in the application process.</p>
<b>What documents do I need to become a WellTrans NEMT provider?</b>	<p>If a need exists for transportation services in the proposed area, WellTrans will request additional documentation to determine if your company meets WellTrans’ NEMT Provider contracting requirements. The additional areas of documentation include, but are not limited to, the following:</p> <ul style="list-style-type: none"> <li>• Current business license</li> <li>• Verification of liability insurance coverage</li> <li>• Driver credentials</li> <li>• Current Criminal background checks for all drivers</li> <li>• Current drug screens for all owners and drivers</li> <li>• Current motor vehicle driving report for all drivers</li> </ul>
<b>What are the insurance requirements for WellTrans NEMT providers?</b>	<p>Contact your local WellTrans Provider Relations Manager to get detailed information about insurance requirements in your state. Phone and email contact information for the Provider Relations Management team is found at <a href="#">WellTrans   Provider Information</a></p> <p>Here is a general overview of what insurance requirements WellTrans will need to confirm:</p> <ul style="list-style-type: none"> <li>• Confirmation that policy Name and Address is correct</li> <li>• Confirmation of A- or Better Insurance Carrier(s)</li> <li>• List of Vehicles covered under Auto policy</li> <li>• Confirm GL policy #             <ul style="list-style-type: none"> <li>▪ \$1 M SAM Coverage with \$2M aggregate</li> </ul> </li> </ul>

Question	Answer
	<ul style="list-style-type: none"> <li>▪ Effective date, expiration date, and coverage</li> <li>• Auto Liability policy #               <ul style="list-style-type: none"> <li>▪ effective date, expiration date, and coverage</li> <li>▪ “All Owned, Hired, and Non-Owned” coverage</li> </ul> </li> </ul>
<p><b>How do I file a complaint?</b></p>	<p>Providers may file complaints verbally or in writing. Provider complaints can be filed by:</p> <ul style="list-style-type: none"> <li>• Calling WellTrans Transportation Provider Line at 1-866-982-3983.</li> <li>• Submitting the issue through the "File a Complaint" tab on our webpage (allows for anonymous reporting).</li> <li>• Emailing <a href="mailto:complaints@welltransnemt.com">complaints@welltransnemt.com</a>.</li> <li>• E-faxing 317-819-0145.</li> <li>• Suspected instances of fraud, waste, or abuse can also be called to 1-866-982-3983 or emailed to <a href="mailto:SIU@welltransnemt.com">SIU@welltransnemt.com</a>.</li> </ul> <p>All WellTrans team members are trained to process or forward complaints appropriately if we receive a written complaint in another format. Transportation Providers, Members, Medical providers, and others may initiate the process to file a complaint with WellTrans.</p>