



PDM/PBM Software Updates

In 2010 we placed increased focus on improvements to help enhance the performance of the Provado Dispatch Manager (PDM) and Provado Billing Manager (PBM). Below are some issues identified that were corrected and some expected future user enhancements.

- In June 2010 the PBM system was moved from a third party hosting center to LogistiCare's Network Center. This allows for improved disaster recovery capabilities and more control over the application
- In July 2010 an issue was identified that would delay faxes from appearing in the PBM processing queues. This was due to an interface issue with the third party faxing service that has been fixed.
- In September 2010 an issue was identified with providers getting timed out when trying to import trip file into PDM. This was due to a database time out issue that has been fixed. Also, in September there was an enhancement to the image processing to reduce the chance of any signature sheet being read incorrectly.
- In November 2010 the system was enhanced with additional database transaction processing to reduce or eliminate the possibility of a trip that was processed and not captured in the processed trip report. The processed trip report will now include trips submitted for clients unable to sign (UTS) and No Show trips. This will better help the provider track each trip they submit for processing.
- A new user enhancement was added to allow the trips in the correction queue to be sorted by dates and times to reduce time in processing trips. Improvements have been made to speed up processing trips in both the manual and correction queues.

Expected Changes In 2011

- The manual and corrections queue will be combined into one queue to help streamline the billing process, reducing billing steps and time.
- A feature will be added to eliminate the step of downloading trips from the provider web-portal and importing into PDM.
- The ability to inactivate driver and vehicles will be added.



Billing FAQ'S

Q. How can I get a copy of the billing user guide or who can I contact for billing questions or additional training?

A. Please contact the New Jersey Billing Liaison @ 1.866.527.9834 EXT 358

Q. Why do some claims submitted on the cut off date not make the payment?

A. Some claims must go through an additional audit process, therefore, if they are processed the same day claims are due, they may be paid on the next payment.

Q. How do I get my driver(s) or vehicle(s) entered in the Provado Dispatch Manager?

A. You have to manually input all your vehicles and drivers in the Provado Dispatch Manager. Make sure you type in the vehicle identification number (VIN) and driver's license number correctly to avoid claim denials.

Q. What happens if a client can't sign for himself/herself at the time of the transport?

A. In the event that a patient is unable to sign, the driver should have an escort, attendant or representative of the facility sign the signature sheets.

Q. How long do I have to submit claims?

A. Claims must be submitted within **60** days of the date of service, or a 10% penalty will be applied for each claim. Claims not submitted within **120** days of the date of service will be denied.

Q. How do I know what claims were denied and why?

A. A copy of your Explanation of Benefits (EOB) can be accessed 3 days prior to the check run date on the provider web-portal under the Payment Detail Report link. This report will detail trip payments, denials and reasons for denial. Provider must maintain payment records, if initial help is needed to understand our EOB assistance will be given. Logisticare claims department or local operations **is not** responsible for reconciling your billing.

Q. When can I start using my drivers and vehicles to do LogistiCare trips?

A. You can start using both vehicles and drivers once they show up on your list on the transportation provider web portal. Drivers with an -NC- after their name should not be used until all compliance documents are updated in the system and the -NC- is removed. It is strongly advised to frequently check your list of vehicles and drivers for upcoming expirations and to ensure information is updated accurately in the system.

Q. Will I get paid for doing a trip that wasn't assigned to my company?

A. Only complete trips assigned to your company. **You will not be paid for transporting** a patient that wasn't assigned to you. Do not assume that you are assigned a patient because you transported that patient earlier in the week. Verify your patients by checking your manifest throughout the day.