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|  | TRANSPORTATION PROVIDER CLAIMS AUDITS | |
| | Policy 302 | Job Classes: Claims Operations |
| | | Effective Date: August 22, 2011 |
| | | Review: September 14, 2022 |
| | | Revised: May 22, 2017 |
| | | Responsible Party: Audit |

1. Purpose:

All trips submitted for reimbursement to Access2Care's Billing and Claims Department will be subject to trip detail audits to ensure that transportation services were rendered and that reimbursement was accurate.

2. Policy:

It is the policy of Access2Care to perform audits of trip detail to ensure appropriate payment is rendered. This includes review of trip detail received from transportation providers compared against payment rate and reimbursement calculations. All Transportation Providers will be notified within fifteen (15) calendar days of a non-nursing facility or non-hospice claims, or within contractual requirements. Hospice and nursing facilities will be notified within ten (10) business days, or within contractual requirements.

3. Procedures:

3.1 Access2Care's audit processes consist of the following types of audits:

3.1.1 Pre-Payment Audit: A minimum five percent (5%) random audit¹ on all pre-payment trips for web and non-web providers, or within contractual requirements. These audits include all cleared trips.


The following items will be verified for prepayment audits:

3.1.1.1 Member signatures on each leg of the trip, if required

3.1.1.2 Pick-up and drop-off times are compared to those reported by the transportation provider.

3.1.1.3 Clean claim elements required per provider agreement and transportation provider manual

3.1.2 Focus Audits: This audit is performed on specific transportation providers based on possible contract and/or billing discrepancies. This audit is performed when contract documents are not implemented in a timely fashion and/or contract rates were loaded incorrectly from the network agreement. Audit findings may result in either additional payment to a transportation provider or recoupment of funds by Access2Care from a transportation provider.

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- 3.1.3 An audit requested by the Project Director, Network Manager, or a member of the Client Services Department, or from a contract representative because of audit response performance, operational performance, complaints, or other identified issues or concerns.
- 3.2 The type of audit is defined initially based upon the reason the trip is audited (i.e.: random or focus audit).
- 3.3 Audit trips that have received a response will be processed within five (5) business days.
 - 3.3.1 If auditors require additional clarification or additional documentation, provider has five (5) business days to respond.
- 3.4 Audit trips that have not received a response within twenty (20) calendar days will be denied as “no documentation received.”
- 3.5 Failure to respond to an audit request may result in actions up to, and including, termination of the transportation provider contract.

¹ Oregon providers are subject to a minimum of one percent (1%) random audit, with one hundred percent (100%) audit of late transports and provider no-shows.