



National **MedTrans** LLC

National MedTrans Provider Contact Sheet

Dear Valued Provider,

Below is information for Providers to have in order to contact National MedTrans (MedTrans) appropriately for concerns when transporting our members. Please store this information.

[Central Dispatch: 844-525-3087](tel:844-525-3087) *(Option 1)*

This number can be used anytime Providers require trip or member data to be provided and/or corrected. Providers will be connected to a Customer Service Representative who will assist in your needs such as routing of trips outside of service area, incorrect trip information, or ETC.

[Dispatch Email: centralprovidersupport@natmedtrans.com](mailto:centralprovidersupport@natmedtrans.com)

This email address can be used for similar purposes as the above dispatch line, but without the possible hold time associated with the phone lines. Use this email for incorrect trip information that needs to be corrected in advance.

[Provider Line: 844-525-3087](tel:844-525-3087) *(follow menu for correct person)*

The Provider Line should be used when Providers have particular escalated issues addressed directly by the Provider Relations Team. Examples of these issues are Provider Portal issues/concerns/training, etc.



Provider Portal

National MedTrans uses its web-based Provider Portal to both dispatch trips to its valued Providers, and to function as an electronic billing tool. The overall goal of the Provider Portal is to provide a user-friendly, electronic interface between National MedTrans and its network and to streamline the day-to-day business operations that we each face.

Once a Provider completes the contract/credentialing process where they are ready to begin transporting MedTrans members, they are provided with unique login credentials to access the Provider Portal. These login credentials will allow that Provider access to transports and information privy to only their organization.

This Provider Portal can be accessed via two (2) main options:

This direct web link:

<https://portal.natmedtrans.com/frances/>

Through the main National MedTrans website:

<https://nationalmedtrans.com/providers/oh-providers/>

A Provider Portal video tutorial is posted via the Provider Portal

This video gives an overview of the Provider Portal outlining main functionalities. It is important to note, an individual training will be provided to you via the MedTrans Provider Relations Department to review the Provider Portal and answer any questions Providers may have.

Cancel At The Door (CAD) Policy:

Trips that are Canceled at the Door (CAD) can be address in in the National MedTrans Portal:

1. Access the trip via the Trips Tab
2. Locate the trip by member name, date of service, or Trip ID Number
3. In the far left column click the A leg of the trip and CLICK the CAD button at the top of the page.
4. In the far left column click the B leg of the trip and CLICK the CANCEL button at the top of the page.
5. Cancel at the doors are paid the base rate for that level of service.