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| **Authorization and Claims Support Teams and Services** | | **Contact Information** | | |
| **Transportation Team** | | **Email: ACS-Transportation@inclusa.org**  **Phone:** 1-888-544-9353, ext. 4 | | |
| * Internal Transportation * External Transportation |  |
| **DME-DMS-OTC Support Team**   * Adaptive Aids * Communication Aids * Disposable Medical Supplies (DMS) * Durable Medical Equipment (DME) * Environmental Accessibility Adaptations (Home Modifications) * Over-the-Counter Medications (OTC) * Vehicle Modifications | | **Email: ACS-DME-DMS-OTC@inclusa.org**  **Phone:** 1-888-544-9353, ext. 5 | | |
| **Residential-CSL-NH Support Team** | | **Email: ACS-Residential-CSL-NH@inclusa.org**  **Phone:** 1-888-544-9353, ext. 6 | | |
| * Community Supported Living (CSL) * Nursing Homes * Residential Care   (AFH, CBRF, RCAC)   * Respite Care |  |
| **SHC-SDS-Home Health-Therapy Support Team** | | **Email: ACS-SHC-SDS-HomeHealth@inclusa.org**  **Phone:** 1-888-544-9353, ext. 7 | | |
| * Adult Day Care * Alcohol and Other Drug Abuse   Treatment (AODA)   * Alternative Therapies * Case Management - External * Community Support Program (CSP) * Counseling & Therapeutic   Resources   * Consultative Clinical & Therapeutic Services for Caregivers * Consumer Education and Training * Daily Living Skills Training * Day Habilitation Services * Emergency Assistance to Obtain/Retain a Home * Financial Management Services  (Rep Payee) * Home Delivered Meals * Home Health Care * Home Health Aide * Nurse Supervisory Visit * Housing Counseling | * Mental Health Services * Non-covered MCO Services  (Out of Benefit) * Occupational Therapy  Personal Care/Agency * Personal Emergency Response Systems * Physical Therapy * Prevocationl Services * Self-Directed Supports (SDS) * Skilled Nursing * Skilled Nursing Service – Independent/Private * Speech & Language Pathology Services * Supported Employment * Supportive Home Care * SDS Support Broker * Vocational Futures Planning & Support |
| **Audits and Appeals**   * Provider Appeals * Provider Audits-Income Verification-Provider Overpayments and Refunds | | **Appeals Email:** [**providerclaimappeal@inclusa.org**](mailto:providerclaimappeal@inclusa.org)  **Audits Email:** [**audit@inclusa.org**](mailto:audit@inclusa.org)  **Phone:** 1-888-544-9353, ext. 8 | | |
| **Insurance Claims Specialist**   * Provider Medicare Denials * Provider Medicare Authorization Requests * Coordination of Benefits * Other Insurance Coverages | | | | **Email:** [**insuranceclaimsspecialist@inclusa.org**](mailto:insuranceclaimsspecialist@inclusa.org) |