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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
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| **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****Audits Email:** **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** |