

# TOP 10 THINGS TO REMEMBER

LCP

## LCP Certified Vendor

- 1** Always call in all "No Shows" at the time of the actual trip. *(A Must in order to be paid) A No Show status is used to identify trips that are attempted by the vendor, but the member refuses to go or is not available for transportation at the designated pick-up time.*
- 2** Remember to communicate any conflicts on assigned trips prior to the actual trip date.
- 3** Never transport a member, without a manifest or prior authorization from a LCP representative. LCP will not reimburse for trips that are not authorized/scheduled through LCP.
- 4** Invoicing: All manifested information must be attached and mailed with the invoice 30 days or less from the date of service rendered to receive timely payment. LCP will process the invoices bi-monthly. If LCP receives an invoice on the 1st thru the 15th of the month, the invoice will be processed for payment on the 1st day of the following month. If LCP receives your invoice on the 16th thru the last day of the month, the invoice will be processed for payment on the 15th of the following month. This payment timeframe may be delayed if the manifest information is incomplete upon arrival at LCP or submitted beyond the 30 day window. Please mail your invoice and the corresponding trip manifest information to:  
*LCP Transportation, LLC  
4308 Guion Road  
Indianapolis, IN 46254  
Attn: Vendor Processing Dept.*
- 5** Vendors are expected to operate under the following transportation requirements:
  - Members must be picked-up and dropped off at their appointment within the pick-up time and the appointment time;
  - The return pick-up must be done within 1 hour from the time the members calls for their return ride home or to a second appointment.
  - Vendor will combine long distance trips at the request of LCP, and will be reimbursed for the longest mileage of the two trips.
- 6** Absolutely "No Smoking" in the vehicle when transporting LCP members.
- 7** Vendors are not allowed to transport minors alone ages 0-15 years.
- 8** Vendors must obtain Member's signature for all completed trips.
- 9** LCP will notify Vendors 1½ hours prior to scheduled appointment. There will be no reimbursement for trips cancelled with a 1½-hour or greater lead-time. A cancelled trip status is used to identified trips that are cancelled prior to the vendor beginning the pick up.
- 10** Please encourage members to call LCP dispatch center for all return trips, then the LCP dispatch center will contact the vendor dispatch department for the return.

