

NOTICE OF ACCESS SERVICES AVAILABLE TO ELIGIBLE MINNESOTA HEALTH CARE PROGRAM RECIPIENTS

Kanabec County Family Services
905 E Forest Ave, Ste 150
Mora, MN 55051
(320) 679-6350

PLEASE READ THIS INFORMATION CAREFULLY

You may be able to get reimbursed for the appropriate level of needed transportation and other travel related expenses when accessing necessary medical treatment. Non-Emergency Medical Transportation (NEMT) services are available to transport the MCHP recipient to and from medically necessary services received from participating providers of services covered under the MA and MinnesotaCare programs. If you have your own vehicle and can drive, you must do so whenever possible.

KANABEC COUNTY HEALTH CARE ACCESS PLAN MAY REIMBURSE THE FOLLOWING:

- \$.22 per mile for non-emergency transportation (vehicle provided by family member, self, neighbor, etc.). Family appointments must be coordinated or the subsequent trips will not be reimbursed without a provider statement indicating that the coordination of the appointments could not occur.
- You will be reimbursed mileage for the most direct route to the nearest facility. You will be required to provide electronic documentation to support your mileage claim (e.g. Google Maps; MapQuest).
- If a volunteer driver provides transportation, the volunteer driver will be reimbursed the current IRS rate.
- Bus, cab, or other commercial carrier fares will be reimbursed at the rate charged. **PRIOR AUTHORIZATION IS REQUIRED FROM YOUR ELIGIBILITY WORKER.**
- If your doctor says that you must have medical care which you cannot obtain locally, you may get reimbursed for meals, lodging, and parking to help you get this care at the closest provider capable of providing the level of care needed. **THESE ANCILLARY SERVICES MUST BE PRIOR AUTHORIZED BY YOUR ELIGIBILITY WORKER IN ADVANCE.**
- Someone who must go with you to get necessary medical care (per physician or treatment plan documentation) may also be reimbursed meals and lodging costs at the same rate.
- Travel expenses during the three retroactive MA months may be eligible for reimbursement.
- Reimbursement will only be paid with the MCHP recipient is being transported.
- If you appeal a decision on your MA or MinnesotaCare case, you are eligible for transportation, related expenses, and if necessary, child care costs while you are attending the appeal hearing.
- Pharmacy pick up transportation is not reimbursable.

REQUIREMENTS FOR REIMBURSEMENT

1. You must submit a "Health Care Access Claim Form" that contains the following for each claim:
 - ✓ MCHP member's name
 - ✓ date the entry was made
 - ✓ date(s) of service
 - ✓ printed last name, first name and middle initial of the driver
 - ✓ signature and attestation of the driver
 - ✓ signature and attestation of the member or authorized party
 - ✓ address of the origin and destination, and the mileage for the most direct route from the origin to the destination

- ✓ mode of transportation in which the service is provided
 - ✓ license plate number of the vehicle used to transport the member
 - ✓ time of pickup and the time of the drop-off with “a.m.” and “p.m.” designations
 - ✓ name of the extra attendant when an extra attendant is used to provide special transportation services
 - ✓ electronic source documentation used to calculate driving directions and mileage (e.g. Google Maps, MapQuest, etc.).
2. The Medical Provider must complete the following fields on the claim form:
- ✓ Service date
 - ✓ Time of service
 - ✓ Service location
 - ✓ Provider signature
3. Prior Authorization in the form of a Medical Statement of Need from the Provider AND approval from the eligibility worker / financial supervisor is required for the following:
- ✓ Any travel outside of the 30/60 mile transport limit and/or not the closest provider
 - ✓ Meals and lodging
 - ✓ Out-of-State expenses
4. Receipts are required to be included with the claim form in order to be reimbursed the following expenses:
- ✓ Meals - breakfast \$5.50 (must be in transit to or at appointment prior to 6:00am; lunch \$6.50 (must be in transit or at the appointment between 11:00am to 1:00pm); dinner \$8.00 (must be in transit or at the appointment after 7:00pm) Gratuity is not a reimbursable expense.
 - ✓ Parking – actual cost
 - ✓ Lodging – limited to \$50.00 per night
5. Submit the claim form, required documentation, and receipts to Kanabec County Family Services within 60 days of the appointment.

IF YOU HAVE AN EMERGENCY contact your eligibility worker immediately after the emergency to make arrangements for reimbursement of expenses.

IMPORTANT REMINDER – if you want to get reimbursed for travel expenses, you must get approval before you get certain non-emergency medical transportation services. Prior authorization is not required for emergencies, retroactive eligibility, and appeal hearings.