

**NOTICE OF ACCESS SERVICE AVAILABILITY TO ELIGIBLE MINNESOTA HEALTH CARE
PROGRAM RECIPIENTS 2020 - 2021**

**Winona County Health & Human Services
202 West Third Street
Winona, MN 55987
(507) 457-6500**

Please read this information sheet carefully.

The Winona County Health Care Access Plan will pay for the **most cost effective form of transportation** to get you to a primary care provider within 30 miles of your home and a specialty care provider within 60 miles of your home. Transport beyond those respective distances will require referral based on medical necessity or health plan referral and approval from the county/tribe.

If you are enrolled in a health plan, you must contact them to arrange for transportation. Some expenses may not be covered through the plan. Please be sure to check with your health plan to assure you get prior authorization when necessary.

UCare: HealthRide 1-800-864-2157

Blue Plus: Blue Ride 1-866-340-8648

- If you have your own vehicle and can drive, you must use it whenever possible. If you drive your car or have a friend, someone in your household or a relative that may drive your car for you, you will be paid at a rate of 22 cents a mile.
- You must take the most direct route from your residence to the medical facility in the 30/60 mile range. The agency will use a map/direction website to verify the mileage.
- If a volunteer driver provides transportation, the volunteer driver will be paid up to the IRS business deduction rate effective on the date the access transportation service was provided.
- Bus, light rail, or other similar commercial carrier standard rider fares will be reimbursed at the rate charged.
- If your doctor says that you must have medical care which you cannot get within 30 miles of your residence for primary care or 60 miles from your residence for specialty care, you may be eligible for transportation, meals, lodging, and parking reimbursements to help you get care. Services must not be available from a closer provider capable of providing the level of care needed. This would include there not being another provider within the 30/60 mile limits from your residence capable of providing the level of care needed.
 - Bring or send your appointment slip and a letter from your doctor that says you need to exceed the 30/60 mile limits for medically necessary care because there are “no providers within the 30/60 miles or closer than the “referred to” provider capable of providing the medically necessary level of care needed” by the recipient. The appointment slip and letter must be provided to your financial worker prior to payment approval. Attach the appointment slip to the claim form as well (see TO GET PAID).
- Pharmacy transport is allowed. You must attempt to pick up your prescription(s) on return to residence from a medical appointment. If unable to do so, all prescriptions must be picked up on the same day. Multiple trips per day/week/month are not allowed.
- If someone must go with you to get necessary medical care, they may also be

reimbursed meals and lodging costs when also approved for you at the same rate.

- You may also be eligible for reimbursement of transportation and related expenses during the months you were found to be eligible before the date you applied.
- If you appeal a decision on your MA or MinnesotaCare case, you are eligible for reimbursement of transportation, related ancillary service expenses and, if necessary, child care costs incurred while you are attending the appeal hearing.

TO GET PAID, you must fully complete a Claim for Reimbursement of Medical Travel Expense form, available at Winona County Health & Human Services, online at <http://www.co.winona.mn.us/page/2825> or by calling your financial worker/team. You must also provide the following documentation with your claim form:

To get reimbursed for mileage or parking: You must provide either an EOB, an after visit summary or a note signed and dated by your medical provider

To get reimbursed for meals: You must provide an after visit summary or note from your medical provider with the date of appointment, start and stop time of your appointment and signature from your medical provider.

- Claim forms must be received within 60 days from the date of service in order to be paid, or reimbursement will be denied.
- Claim forms must be received by the 8th of the month following the month of service in order to be processed that month for payment for the following month. **EX:** February travel claims must be received in agency by March 8th for payment in April.

YOU MUST PROVIDE receipts for meals, lodging, and parking, except for parking meters, with the signed Claim Reimbursement Form. Provide mileage and state whether your car or another person's was used.

- Lodging expense must be the least costly option available such as lodging through the medical provider. We will only reimburse lodging up to \$75 per night (unless another rate is authorized by the local agency) if:
 - You have received prior authorization from your Financial.
AND
 - You provide proof from a qualified medical professional that you are required to stay overnight.
- Parking fees will be paid at actual cost. The least costly parking option must be utilized.
- Meals will be reimbursed as outlined below:
 - You need to travel farther than 40 miles in the most direct route from your home to your appointment.
 - You must be in travel status going to, or are at, or are returning from a medical service over normal meal hours in order to meet the medical appointment.
 - When another individual is necessary to accompany the recipient or to be present at the site of a health service in order to make health care decisions, the accompanying individual will be reimbursed for the cost of meals, transportation, and lodging at the same standard as the recipient. Reimbursement may be made for more than one person if required by the health care provider's written treatment plan.
 - Your meal is incurred at one sitting.

- You will not be reimbursed for alcohol or gratuities.
- Your medical appointment time and driving distance justifies a meal reimbursement.

Breakfast	You must be in transit to, from or at medical appointment prior to 6:00 AM \$5.50 maximum
Lunch	You must be in transit to, from or at medical appointment between 11:00 AM and 1:00 PM \$6.50 maximum
Dinner	You must be in transit to, from or at medical appointment after 7:00 PM \$8.00 maximum

IF YOU CHOOSE to get medical care from a provider that is not within 30 miles for primary or 60 miles for specialty care from your home, you may have to pay for your own transportation and ancillary service costs. This includes emergencies when you can get the services needed at a closer location.

IF YOU HAVE A MEDICAL EMERGENCY contact your worker immediately after the emergency to make arrangements for reimbursement of allowed expenses.

IMPORTANT REMINDERS: If you want to be paid, you must get authorization to incur costs before you get certain non-emergency medical transportation or related ancillary services. Prior authorization to incur a transportation or ancillary service cost is not required for emergencies, retroactive eligibility, and appeal hearings. Reporting, billing, and receipt documentation is still required.

BEST PRACTICE: Submit an entire month's medical transportation claims at one time. This will allow for easy monitoring, approval and reimbursement.

Reimbursement of medical mileage will not be allowed when:

- You are requesting payment for mileage for someone who drove you when you were not in the vehicle (unloaded miles).
- You own a vehicle but take another means of transportation to the doctor unless:
 - You cannot drive your vehicle because of a medical condition. You will need to provide documentation from a qualified medical professional to receive reimbursement.

Minnesota Nonemergency Medical Transportation (NEMT) Services manual

For more details on policy and covered services (including pharmacy transport, etc):

https://www.dhs.state.mn.us/main/idcplg?IdcService=GET_DYNAMIC_CONVERSION&RevisionSelectionMethod=LatestReleased&dDocName=ID_008991