

## **Iowa Medicaid Mileage Reimbursement Policy**

The Non-Emergency Medical Transportation (NEMT) program offers eligible Iowa Medicaid Members the option of using mileage reimbursement for medical appointments where a Medicaid payable service is delivered. Since October 1, 2010, Iowa Medicaid Members have been required to coordinate all non-emergency transportation trips through the NEMT broker, Access2Care, LLC (“A2C”) in order to have those trips reimbursed. A2C reimburses these trips at the rate of \$0.30 per loaded mile.

### **Registered Vehicle**

The purpose of the Iowa Medicaid Mileage Reimbursement Policy is to reimburse friends, family members, or volunteers for providing the service of transporting Iowa Medicaid Members to their medical appointments. If the Member or Legally Responsible Individual (LRI) where the Member lives has a vehicle registered in their household, their A2C scheduled trips will be scheduled as mileage reimbursement transportation.

### **Advance Notice Scheduling**

If an Iowa Medicaid Member wants to take advantage of this Mileage Reimbursement Policy, the Member must call **1-866-572-7662 in advance** of the appointment to schedule a trip reservation. All the details of the Member’s scheduled transportation must be provided to A2C including:

1. Member’s Full Name, Home Address, Date of Birth, Telephone, and Medicaid ID Number
2. The Name of the Driver and the Relationship of the Driver to Member
3. The Driver’s Mailing Address and Telephone Number
4. The Trip Date(s)
5. The Medical Provider’s Name, Address, Telephone and Fax Number

Once the Member’s trip has been scheduled, the A2C Operator will give the Member a unique Trip Confirmation ID Number.

### **Urgent Care Trips**

“Urgent care” trips are for Members who become ill and need to see their doctor immediately or if they experience an unexpected medical situation. Urgent care trips are for Members to receive urgent medical attention and it is not reasonable to always call in advance. These trips are not “emergency trips,” which would require an ambulance and either ‘basic” or “advanced” life saving attention. For “emergency trips” that require an ambulance, Members should call 911 immediately. “Urgent care” trips should be called into A2C in advance, if possible. The caller needs to explain the circumstances that resulted in the trip being an urgent care situation. A2C will make a determination as to whether it is an “Urgent care” trip.

## **Claims Processing**

To process the claim for payment, the Member has the option of submitting a Mileage Reimbursement Trip Log and Claim Form by mail, fax or email.

A2C will mail the Mileage Reimbursement Policy, the Mileage Reimbursement Trip Log and a Claim Form prior to the Member's first medical appointment. The Policy and Form can also be obtained on the Iowa Medicaid website at <https://dhs.iowa.gov/ime/members/medical-a-to-z/NEMT>.

1. Fill in all of the blanks on the Mileage Reimbursement Trip Log and Claim Form **except for** the physician/clinician signature space.
2. Take the Mileage Reimbursement Trip Log and Claim Form with you to the medical appointment. A member of the medical staff (Physician, Clinician, Counselor) must print their name legibly and sign the form in order to verify that the medical appointment occurred.
3. If the Member goes for medical appointments more than once a month, the Member can put several trips on one form.
4. The Member must also supply proof of the driver's license and automobile insurance coverage in the driver's name. The driver's automobile insurance must be active and fully in force on the date that the trip occurred. The driver's license and the driver's automobile liability insurance card may be photocopied. A copy of the driver's automobile insurance policy showing coverage for the date of the trip is also acceptable. Driving in an uninsured vehicle is serious risk, and A2C will not consider cancelled or inactive insurance policies to be effective.
5. The Member must assist in obtaining a completed Out of County Request Form for any medical appointment that is **more than 50 miles from the Member's residence and out of the county** of the Member's residence. This form verifies the medical provider is an approved Iowa Medicaid provider and that the Member is traveling to the closest available medical provider. This completed form is required before the trip can be scheduled.
6. The Out of County Request Form may be renewed annually for reimbursement trips that are more than 100 miles one-way. Trips will continue to be scheduled during this annual renewal process.
7. Mail the **original signed form, along with proof of driver's license, automobile insurance, and all supporting documents to: Access2Care 405 SW 5th Street, Suite C, Des Moines, IA 50309-4609**. Processed and paid reimbursement forms are not returned. Please retain a copy if you would like to keep the information for your records.

## **Additional Claims Processing Requirements**

1. Mileage Reimbursement Trip Log and Claim Forms received more than 120 days past the Member's appointment date will be denied. Mileage Reimbursement Trip Log and Claim Forms that have been returned to the Member for additional or incomplete information must be resubmitted within 30 days. Any requests for review regarding mileage reimbursement or trips denied reimbursement must be submitted within 30 days of the date of the Notice of Decision letter.

2. A2C will process payments within 10-20 business days of A2C's receipt of a fully completed, signed, and valid Mileage Reimbursement Trip Log and Claim Form. Payment will be issued by check in the driver's name and sent via U.S. Mail to the driver's address.
3. A2C may deny a claim for Mileage Reimbursement for the following reasons:
  - a. if no proof of driver's license or active automobile insurance coverage on the trip date has been provided, or
  - b. if the destination of the medical appointment is not an entity that delivers Medicaid payable services as determined by the Iowa Medicaid Program, or
  - c. if there is no approved Out of County form on file for the Iowa Medicaid medical provider

If the date of the medical appointment changes, the Member or the Member's representative must call A2C at **1-866-572-7662** to change the date of the appointment or the Member's payment could be denied. **The Member's physician/clinician must sign the Mileage Reimbursement Trip Log and Claim Form to show that the Member was at the appointment in order to get paid.** Additionally, the driver **must** sign the form on the bottom. Unsigned forms will be returned.

### **Mileage Discrepancies**

On the Mileage Reimbursement Trip Log and Claim Form, the Member must enter the Total Mileage for each round trip. A2C will verify this mileage using MapQuest. The software will be set to filter each trip for shortest trip distance. Additional stops or destinations are not included in the reimbursed amount. This reimbursement is for the service of providing transportation to the Member and not to cover vehicle costs.

Please call A2C at **1-866-572-7662** if you have any questions.