

MEDICAID TRANSPORTATION REIMBURSEMENT SUMMARY

The Department of Health and Human Services reimburses for the transportation of eligible NH Medicaid recipients to and from Medicaid covered medical and dental appointments if a recipient needs such assistance.

How to participate:

- You must first enroll as either a recipient or volunteer transporter in the Medicaid Transportation program. To do so, either request the enrollment form (Form 14) from Medicaid Transportation or print it from the DHHS web site (*see back for contact information.*).

Recipient Transporters (RT) are:

- Drivers who transport themselves and/or a Medicaid eligible recipient who resides in your household;
- The parent/guardian of the recipient, regardless of where they live (minor or adult).
- Recipients who take bus transportation and need reimbursement.

Volunteer Transporters (VT) are:

- Drivers who transport Medicaid eligible recipients who are not in the same household and are not their child (minor or adult).

Once you complete the enrollment form and submit it to Medicaid Transportation it will be processed within 3 weeks.

*****Please Note: Your enrollment will be made effective on the date your enrollment form is received by the Transportation Coordinator. Enrollment cannot be backdated.**

How to get reimbursed?

- A reimbursement form (Form 13A) must be completed for each trip.
- Obtain the reimbursement form from the NH Medicaid Transportation Coordinator or from the DHHS website **before** transporting the recipient. (*See back for contact information.*).
- Have the medical provider sign and date the claim form **at the time of the appointment**.
- Submit the correctly completed claim form to the Medicaid Transportation **within 90 days of the trip**.
- EFT (direct deposit) is preferred. Please contact the Transportation Coordinator if you need an EFT form.
- **Please allow 6-8 weeks for processing from the time we receive your form(s).**

Note: Payment cannot be made for claims received more than 90 days after the date of the trip.

**** What is reimbursable? ****

- Reimbursement is based on a rate per mile (*via the shortest most economical route as depicted by Map Quest or similar web based tool*). Rates per mile are subject to change.
- **Tolls and parking** fees are eligible only when the total equals \$3.00 or more per trip. Dated receipts are required.
- Usual and customary fare for public bus. Receipt required for each trip.

*****Financial cycles are run on Wednesday and Friday of each week, with checks being mailed 2 business days thereafter. This is subject to change due to holidays.**

**** Limits and Coverage ****

The NH Medicaid Program reimburses for:

- Trips to obtain NH Medicaid covered services rendered by a NH Medicaid enrolled provider;
- Transportation to the nearest available medical provider;
- One mileage charge per trip regardless of the number of recipients transported;
- One trip per day for recipient drivers (unless reason is documented by you *and* your medical provider *and* approved by the transportation coordinator);
- Miles up to a maximum number per trip, based on the type of medical provider rendering services. (This is indicated by the code you select on your reimbursement form.)

The NH Medicaid Program will *NOT* reimburse for:

- Trips prior to the date of your enrollment;
- Trips when forms are not signed by the provider, or provider's office, *at the time of service*;
- Trips to non-enrolled providers;
- Trips for services/supplies not covered by NH Medicaid;
- Travel when the transportation could be obtained free of charge;
- Travel when the transportation could be paid for by any other agency;
- Trips to a pharmacy when free delivery is available OR when drugs/supplies are not Medicaid covered.

PLEASE TAKE NOTE:

- **The Department of Health and Human Services conducts reviews and audits of Medicaid Transportation Reimbursement claims. Be sure to keep the yellow/photo copy of Form 13A for your records.**
- **It is your responsibility to update this office when you move, including the date you move.**
- **Please note: This office may adjust your mileage if it is found to be overstated via office use of web-based tools (i.e. MapQuest, Google).**

*******HOW TO CONTACT US*******

Medicaid Transportation Office:

(800) 852-3345 extension 3770 or (603) 271- 3770

(800) 852-3345 extension 4344 (then extension 115) or (603) 271-4344 extension 115

Mailing Address: Medicaid Transportation; 129 Pleasant St; Thayer Bldg; Concord, NH 03301

If you wish to inquire about a pending payment please call: (888) 294-4353

DHHS web site: <http://www.dhhs.nh.gov/ombp/medicaid/transportation/index.htm>

**IF YOU HAVE ANY QUESTIONS ABOUT THE MEDICAID TRANSPORTATION
PROGRAM, PLEASE CALL US AT THE ABOVE NUMBER.**