

NOTICE OF ACCESS SERVICE AVAILABILITY TO ELIGIBLE MINNESOTA HEALTH CARE PROGRAM RECIPIENTS

***Human Services of Faribault & Martin Counties
P O Box 217, Blue Earth, MN 56013 507-526-3265
115 W First St., Fairmont, MN 56031 507-238-4757***

You may be able to get paid for expenses to help you get medical care or to attend an appeal hearing. You may also receive reimbursement when your eligibility is made retroactive.

Please read this information sheet carefully.

The Human Services of Faribault & Martin Counties 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 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.
- Bus, light rail, or other similar commercial carrier standard rider fares will be reimbursed at the rate charged. You **DO NOT NEED** authorization from your worker in order to receive reimbursement for these transportation costs and ancillary service costs.
- 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.
- 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. Supporting medical documentation must be provided.
- 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** have prior authorization to be paid for medical transportation costs. This means you must follow the procedures below **before** your medical appointment except in emergency situations or when you are found to be eligible before the date (retroactive approval) you applied for Medical Assistance.

PROCEDURES IF YOU ARE USING A PRIMARY PROVIDER THAT IS WITHIN 30 MILES OF YOUR HOME OR A SPECIALIST THAT IS WITHIN 60 MILES OF YOUR HOME.

For these trips, only mileage will be reimbursed. There will be no meals, no parking, and no lodging approved for these trips. Valet parking will not be reimbursed. Contact your Eligibility Worker if you have an exceptional situation.

IF YOU ARE USING PRAIRIE LAKES TRANSIT – you need to call Human Services and ask for a Claim Form. You will need to pay for the bus ride yourself. You will not need to provide information about your medical appointments as this will be filled in by you. You will fill in the dates of your appointments and the provider's name and clinic. Your providers will complete the reverse side of the form for each date you are requesting on the front side. You can include up to six appointments on one form. (Each patient must have a separate Claim Form so if you have two family members with appointments, you will need two Claim Forms.) For Prairie Lakes Transit contact and route information: 507-235-5558, 1-800-382-RIDE (7433), or www.PLtransit.com.

IF YOU ARE DRIVING YOURSELF OR SOMEONE IS DRIVING YOUR CAR FOR YOU, you can call Human Services and ask for a Claim Form. You will not need to provide any information about your medical appointments to get a Claim Form, but you will need to provide that information on the Claim Form. You will fill in the dates of your appointments, the provider information, and, if traveling over 30 miles one-way, include the specialty for which you are being seen, and the provider's name/clinic. Your providers will complete the

reverse side of the form for each date you are requesting on the front side. You can include up to six appointments on one form. (Each patient must have a separate Claim Form so if you have two family members with appointments, you will need two Claim Forms.)

IF YOU HAVE A FRIEND OR FAMILY MEMBER WHO WILL DRIVE THEIR VEHICLE, you can call Human Services and ask for a Claim Form. You will not need to provide any information about your medical appointments to get a Claim Form, but you will need to provide that information on the Claim Form. You will fill in the dates of your appointments, the provider information, and, if traveling over 30 miles one-way, include the specialty for which you are being seen, and the provider's name/clinic. Your providers will complete the reverse side of the form for each date you are requesting on the front side. You can include up to six appointments on one form. (Each patient must have a separate Claim Form so if you have two family members with appointments, you will need two Claim Forms.)

IF YOU NEED SOME OTHER TYPE OF ASSISTANCE TO GET TO YOUR MEDICAL APPOINTMENT, and you **ARE ON** a health plan – Blue Plus OR UCare - you must call the health plan for assistance. For Blue Plus, call Blue Ride at 1-866-340-8648. For UCare, call Health Ride at 1-800-864-2157 or 612-676-6830. You must call at least two business days before appointment.

IF YOU NEED SOME TYPE OF ASSISTANCE TO GET TO YOUR MEDICAL APPOINTMENT, and you **ARE NOT ON** a health plan, you should call one of these providers and the dispatcher will assist you with a ride:

- ⇒ AMV Transportation – 507-625-6741, 800-963-7233. You must call **at least** four (4) business days before your scheduled appointment
- ⇒ MN Para Transit – 507-776-2451. You must call **at least** four (4) business days before your scheduled appointment. MN Para is also **certified for STS** (special transportation services) transports

The more notice you can give to the provider is appreciated to ensure better coordination of transport.

PROCEDURES IF YOU MUST TRAVEL FARTHER THAN THE 30/60 MILE LIMIT TO GET THE MEDICAL SERVICE YOU NEED AND YOU WANT TO REQUEST REIMBURSEMENT FOR EXPENSES.

The 30-mile limit is for primary care – your routine medical appointments. The 60-mile limit is for specialty care – you need to see a specialist. You must follow this procedure if traveling farther than 30 miles for primary care or farther than 60 miles for specialty care.

In order for us to consider reimbursement, you must get authorization before your medical appointment. You must provide to us documentation that you need medical care that cannot be provided within the 30/60 mile limit. This documentation must include a referral from your primary physician, documentation that you are going to the closest provider that can meet your medical needs, or documentation that the closest provider cannot meet your medical needs.

Once the Eligibility Worker has authorized reimbursement for your trip, you should utilize the above procedures. The Eligibility Worker will provide claim forms for any authorized meals, parking, or lodging. Valet parking charges will NOT be reimbursed.

MEDICAL EMERGENCIES: If you have an emergency and cannot get prior authorization, contact your worker immediately after the emergency to make arrangements for reimbursement of allowed expenses. You must use the closest available emergency service.

IMPORTANT REMINDERS

- Inappropriate or misuse of medical transportation services may result in an overpayment. You may have to pay back the amount equal to the cost of services provided or reimbursed.
- If you choose to get medical care from a provider that is not the closest provider capable of providing the care you need, you may have to pay your own costs. This includes emergencies when you can get the services needed at a closer location.
- You must use the most cost-effective transportation available. If you have a vehicle, you must use it even if someone else needs to drive it.
- Claim Forms must be received no later than nine (9) months after the expense is incurred to allow time for claiming to the Department of Human Services.

The most current version of the Health Care Access Plan can be found at www.fmchs.com under Financial Assistance. As necessary, changes to the plan will be posted and copies mailed to those currently utilizing services.