



Saint Louis County

Public Health and Human Service Department – www.stlouiscountymn.gov

Linnea Mirsch
PHHS Director

NOTICE OF ACCESS SERVICE AVAILABILITY TO ELIGIBLE MINNESOTA

HEALTH CARE PROGRAM RECIPIENTS

St Louis County Public Health & Human Services
320 W 2nd St, Duluth MN 55802
800-450-9777

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 review the Summary of Coverage Cost Sharing and Limits (DHS 3860) to see if transportation is part of your benefit set.

Please read this information sheet carefully.

The St Louis 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 **MTM who is under contract with St Louis County to provide healthcare access services. MTM 1-844-399-9466**. 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 you, the driver will be paid at a rate of 22 cents a mile. The driver must be a legal licensed driver in order to be reimbursed 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. You need **prior** authorization from **MTM** 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.
- 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

- 1) Contact **MTM at 1-844-399-9466** BEFORE your appointment to **get a prior authorization trip number required for reimbursement** or to make arrangements.
- 2) **MTM** will send you a **Reimbursement Trip Log** to fill out and return to get payment.

- 3) On your Reimbursement Trip Log, ask your medical provider to sign off to verify attendance, complete the rest of the required information, including odometer readings, medical provider name and location. Attach receipts for meals, lodging or parking fees.
- 4) If you can't get your medical care within 30 miles for primary care or 60 miles for specialty care, your primary doctor must provide a statement verifying that you need to get medical care that is outside the 30 mile primary or 60 mile specialty distance because there are no providers within the 30/60 mile limits that are able to provide the care you need. **MTM may ask you for this information or may contact your doctor to verify this for you.**
- 5) If you don't have a car or friend/relative to drive you to your medical appointment, please call **MTM** at least **3 days prior to your appointment** to schedule a volunteer driver.

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

- Meals are paid up to the following amounts:
- **Breakfast** - \$5.50- may be claimed only if medical appointment requires an overnight stay or departure before 6 a.m.
- **Lunch** - \$6.50- may be claimed if at a medical appointment over 35 miles from home and appointment extends over meal time: 11 a.m. – 1 p.m.
- **Dinner** - \$8.00- may be claimed if medical appointment requires an overnight stay or requires travel status after 7 p.m.
- Lodging must be prior authorized **by MTM** and is limited to \$50.00 per night unless authorized by **MTM** for a greater amount.
- Parking fees will be paid at actual cost. The least costly parking option must be utilized. For example: single entry/exit rate vs weekly permit rate vs monthly permit rate, etc. as necessary for the health care appointment or services.

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 **MTM** immediately after the emergency to make arrangements for reimbursement of allowed expenses.

IMPORTANT REMINDER: 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.