

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

This notice applies to residents of the Metropolitan County Consortium (MCC), including the Minnesota counties of Anoka, Benton, Chisago, Dakota, Hennepin, Isanti, Mille Lacs, Pine, Ramsey, Sherburne, Stearns, Washington and Wright.

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 Metropolitan County Consortium (MCC) MHCP Biennial 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.
- 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 must have authorization from your worker in order to receive reimbursement for these transportation 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

MCC residents are served by contracted provider MTM. Attached to this notice are instructional brochures that define steps required to schedule transportation or obtain reimbursement for access services (mileage, parking, meals and lodging) with MTM. The customer service number for MTM is 1-866-467-1724. Hours of operation are 7:00 a.m. to 8:00 p.m. Monday through Friday. Recipients must obtain prior authorization as defined in the attached references.

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

- Recipients must travel further than 35 miles in the most direct route from home to medical appointment to be considered eligible for meal reimbursement. Meals are paid up to the following amounts: Breakfast - \$5.50, Lunch - \$6.50, Dinner - \$8.00.
- Recipients must provide documentation of medical necessity for lodging required to attend a medical appointment(s). Lodging reimbursement is not based upon mileage; rather, confirmation of medical necessity and consideration of whether a non MHCP recipient also would require lodging to attend a same or similar medical appointment are the basis for approval of lodging reimbursement. Lodging must be prior authorized and is limited to \$50.00 per night unless authorized by the local agency or tribe 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 your worker 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.

Have a Formal Complaint?

If you are unhappy with the service provided to you, we want to know about it. Please contact MTM at:

1-866-436-0457

7a.m. to 5p.m., Monday – Friday

MTM is dedicated to providing excellent customer service. We follow up on all complaints and report them directly to the Department of Human Services.



St. Paul Office

1110 Center Pointe Curve
Suite 220
Mendota Heights, MN 55120
Phone: 651-645-9254
Fax: 651-203-1262

St. Louis Office

16 Hawk Ridge Drive
Lake St. Louis, MO 63367
Phone: 636-561-5686
Fax: 636-561-2962



www.mtm-inc.net/minnesota



Mileage and Access Services

MTM provides non-emergency medical transportation for the Minnesota Medical Assistance population living in the following counties:

Anoka ■ Benton ■ Chisago ■ Dakota
Hennepin ■ Isanti ■ Mille Lacs ■ Ramsey ■ Pine
Sherburne ■ Stearns ■ Washington ■ Wright



1110 Center Pointe Curve Suite 220
Mendota Heights, MN 55120
866-467-1724



What is Mileage & Access Services?

Mileage and Access Services reimburses eligible clients for mileage, parking, meals, and lodging.

Qualifications for Reimbursement

- Plan must be eligible for MHCP (Minnesota Health Care Plan) services.
- The client must reside within one of the thirteen serviced counties.
- The facility and services must be billable to MA.
- The following individuals are also eligible for reimbursement when transporting a client to a MA-billable medical appointment:
 1. Friends, neighbors, or relatives
 2. Parents
 3. Licensed foster parents
 4. Volunteer drivers registered with a volunteer agency
 5. Personal Care Attendants (PCA)



Payment Requests

- MTM prefers trip requests for Gas Mileage Reimbursement be called into MTM prior to the appointment, to avoid payment delays. We understand that in some situations this isn't always possible, in those cases the trip should be called in ASAP after the appointment. A contact center representative will provide a trip number. The trip number should be submitted with corresponding appointment on trip log. Logs can be mailed, faxed, or printed from the MTM website www.mtm-inc.net/minnesota.
- Trip logs must be completed in full with trip number, appointment date, pick-up and drop-off addresses, and signature.
- All requests for meals and lodging reimbursement must be preauthorized prior to medical appointment.
- Any reimbursement requests for parking must be accompanied by original receipts attached to the trip log form.
- MA-billable facility must sign/stamp trip logs where the appointment was held.
- MTM requests that you submit your trip logs for gas mileage reimbursement within 60 days of 1st appointment.
- A Medical Necessity Form must be completed by the referring doctor when a trip for specialty care is over 60 miles one-way.
- If you know the distance for the specialty care trip is over 60 miles one-way, please call MTM at **1-866-467-1724**. Inform the Customer Service Representative that you are using mileage reimbursement and need a Medical Necessity Form for mileage approval. Please provide your referring doctor name, their phone number, and their fax number.

How Will I Get Paid and When?

- MTM will accept, review, and process the trip log.
- Upon receipt of the trip log and after verification, all approved payments should be made within 30 days.
- Payments are released twice each month according to a defined payment schedule.



Reason for Denials

- The client is not eligible for MA services.
- The client lives outside of the thirteen county metro area.
- The trip log form is incomplete.
- The facility or services are not MA billable.

Foster Parents:

1. Must be a licensed foster care provider to receive a higher rate of reimbursement
2. Must complete a separate trip log for each child being seen for medical care.

Volunteer Drivers:

Must be registered with a volunteer agency.

Multiple Riders:

MTM will only reimburse mileage on a per vehicle basis regardless of the number of passengers being transported to medical appointments.



Public Transportation Guidelines

An exception to the public transportation guidelines may be made under the following circumstances:

1. The closest public transit stop is greater than ¾ mile from your home and/or the destination facility.
2. You are in the third trimester of pregnancy or at high risk.
3. You attend ECT, dialysis, and/or chemotherapy.
4. You receive services at a TBI Clinic.

If you have a medical reason not stated above, and you believe you should not be required to use public transportation, contact MTM's customer service center at **1-866-467-1724**.

Additional Information

- Drivers must have identification that is visible to all passengers.
- Drivers are required to provide general assistance, such as opening doors, folding walkers or wheelchairs, and offering assistance in and out of the vehicle.
- If you have any questions about MTM's services, please call **1-866-467-1724**.

Contact Information

www.mtm-inc.net

To schedule transportation or request Access Services, call our Customer Service Center

1-866-467-1724

7 a.m. to 8 p.m., Monday - Friday

24 hours a day for hospital discharge & urgent care requests

Please have the following information ready when calling to request transportation:

1. Client's name, MA number, address, and date of birth.
2. Date and time of appointment.
3. Complete pick-up and drop-off addresses.
4. The type of appointment or services being provided (dialysis, physical therapy, dental, etc.)

To submit a compliment or complaint, call our Quality Management Department

1-866-436-0457

7 a.m. to 5 p.m., Monday - Friday



Minnesota Non-Emergency Medical Transportation

Minnesota non-emergency medical transportation is specifically for the Minnesota Medical Assistance population living in the thirteen county metro area:

Anoka ▪ Benton ▪ Chisago ▪ Dakota
Hennepin ▪ Isanti ▪ Mille Lacs ▪ Ramsey ▪ Pine
Sherburne ▪ Stearns ▪ Washington ▪ Wright



MTM is the non-emergency medical transportation coordinator for the Metro County Consortium. We may be able to coordinate and/or schedule non-emergency medical transportation for Minnesota clients of:

- Medical Assistance
- MinnesotaCare
- MFIP

About this Program

Minnesota non-emergency transportation provides Minnesota Health Care Program (MHCP) clients the safest and most cost effective mode of transportation to attend eligible medical services.

- MTM's **contact center** schedules transportation services with ambulatory sedans or public transit passes.
- Our staff also processes requests for mileage, parking, meals, and lodging reimbursement.
- Our **Network Management Department** works directly with transportation providers contracted with MTM.



How Will You Get There?

MTM coordinates transportation via:

- Sedan vehicles
- Metro Mobility or public transit passes
- Access Service reimbursement



Provided Modes

Gas Mileage Reimbursement: Call for current rate.

Unassisted Transport: The driver will meet you at the curb in front of your residence and transport you to the curb of your medical facility. Clients in a wheelchair can use this mode as long as you can transfer from your wheelchair to the vehicle, and your wheelchair can be folded and stowed.

Assisted Transport: Based on medical need, the driver will come to the door of your residence and bring you to the door of your medical facility. The driver may also come into your residence and bring you into your medical facility if you have a need. Assisted transport requires certification.

**MTM does not currently schedule transportation for clients needing paralift or stretcher transportation. These modes require obtaining certification and scheduling directly with the transportation provider.*

Access Service Reimbursement

Access Service provides reimbursement for mileage, parking, meals, and lodging. For more information, contact MTM's Customer Service Center at **1-866-467-1724**.

Transportation Guidelines

- MTM only schedules transportation to and from non-emergency medical appointments and services billable through MHCP.
- If there is an effective public transit location within $\frac{3}{4}$ of a mile from your home, and no physical or mental impairment prohibiting this level of service, you may be required to utilize public transportation.
- MTM requires three business days' notice for transportation requests via automobile and three to five business days for public transportation.
- If your appointment is scheduled the same day or "last minute," MTM will make every effort to accommodate your request, but cannot guarantee service.
- If you own an operable vehicle and you do not have a medical condition prohibiting you from driving, you are required to utilize mileage reimbursement.
- Transportation is provided to the nearest medical provider that can provide the services that you need. Transportation to other than the nearest provider may require authorization.
- A signed Parental Authorization form and DHS certification is required for anyone under the age of 18 traveling alone.