



## **Iowa Medicaid Mileage Reimbursement Policy**

TMS Management Group, Inc. offers eligible Iowa Medicaid beneficiaries the option of using mileage reimbursement for medical appointments where a Medicaid compensable service is delivered. Since October 1, 2010, Iowa Medicaid beneficiaries have been required to coordinate all non-emergency transportation trips through TMS Management Group, Inc. ("TMS") in order to have those trips reimbursed. TMS reimburses these transports at the rate of \$0.30 per loaded mile. 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 beneficiaries to their medical appointments.

**Advance Notice Scheduling:** If an Iowa Medicaid beneficiary wants to take advantage of this Mileage Reimbursement Policy, the beneficiary must call **1-866-572-7662 at least 3 business days in advance** of the appointment to schedule a trip reservation. You must supply all the details of the Member's scheduled transportation including:

1. Member's Full Name, Home Address, Telephone, and Medicaid ID Number
2. The Name of Your 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 TMS Operator will give the Member a unique Trip Confirmation ID Number.

### **Urgent Care Trips:**

"Urgent care" trips are trips that are less than three (3) business days advance notice. "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 expect the person to wait three (3) business days to seek the medical attention. 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 can be called into TMS with less than three (3) business days advance notice in order to be reimbursed for mileage. The caller needs to explain the circumstances that resulted in the trip being an urgent care situation. TMS 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 manually in writing, fax or email.

**Manual Process:** If the Member wants to complete a claim manually, TMS will mail the Mileage Reimbursement Policy and the attached Mileage Reimbursement Trip Log and Claim Form prior to the Member's medical appointment.



1. Fill in all of the blanks on the Mileage Reimbursement Trip Log and Claim Form **except** 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 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, that is active and fully in force on the date that the trip occurred. The driver's license may be photocopied and the driver's automobile liability insurance card which is available on most insurance policies for private citizens. A copy of the policy itself will also suffice. Driving in an uninsured vehicle is serious risk, and TMS will not consider cancelled or inactive insurance policies to be effective.
5. The Member must also obtain a completed Out of County Form for any medical appointment that is **more than 30 miles 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. Mail the **original signed form, along with proof of driver's license, automobile insurance, and all supporting documents to: TMS Management Group, Inc. 5800 Fleur Drive, Room 231 Des Moines, IA 50321-2854**

**Electronic Process:** If the Member wants to complete the claim electronically, TMS will mail the Mileage Reimbursement Trip Log and Claim Form to the Member prior to the appointment.

1. The Member must check the box indicating that the Member wants to complete the claim electronically and that the Member accepts all conditions of TMS's Mileage Reimbursement Policy.
2. The Member and the Driver must print their names and sign the form. The Member must supply proof of automobile insurance and driver's license as documented in item 4 above. The Member must fax these documents to 1-866-584-7601 or mail them to TMS Management Group, Inc. 5800 Fleur Drive, Room 231 Des Moines, IA 50321-2854. The Member only needs to complete this step once for all trips that the Member schedules for 1 calendar year.
3. The Member's medical provider will be given secure electronic access to TMS's website, the Reimbursement Portal, and the medical provider must verify the medical appointment electronically.

**Additional Claims Processing Requirements:**

1. Mileage Reimbursement Trip Log and Claim Forms must be received within 30 days of the Member's appointment or they may 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 denial letter.
2. For the manual process, TMS will process payments within 10-20 days of TMS's receipt of a fully complete and valid Mileage Reimbursement Trip Log and Claim Form via U.S. Mail. For the electronic process, TMS will process payment within 10-20 days of the electronic verification of the appointment by the medical provider and TMS's receipt of written documents.



3. Payment will be issued by check in the driver or volunteer's name and sent via U.S. Mail to the beneficiary to give to the driver.
4. TMS may deny a claim for Mileage Reimbursement if no proof of driver's license or active automobile insurance coverage on the trip date has been provided, if the destination of the medical appointment is not an entity that delivers Medicaid compensable services as determined by Iowa Medicaid Enterprise, if there is no approved Out of County form on file for the Iowa Medicaid medical provider or if the trip was not scheduled at least 3 business days in advance.

If the date of the medical appointment changes, you the Member or the Member's representative must call the Reservation Line at **1-866-572-7662** to change the date of the appointment or the Member's payment could be denied. We have enclosed a blank Mileage Reimbursement Trip Log and Claim Form with this letter. The Member may make as many copies as needed or can call **1-866-572-7662** for more copies. **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. TMS will verify this mileage against the 2006 version of Microsoft's MapPoint software program, an industry leading software. The software will be set to filter each trip for shortest trip distance. Additional stops or destinations are not included in the reimbursed amount. If the Member believes the mileage is incorrect, the Member may use [www.mappoint.com](http://www.mappoint.com) to verify mileage. Print out the route and send it in with your Mileage Reimbursement Trip Log and Claim Form to TMS for verification purposes.

Please call the Reservation Line at **1-866-572-7662** if you have any questions.