



TO: All Access Agencies and Companion and Homemaker Agencies

RE: Mileage Reimbursement for Homemakers and Companions Transporting Clients to Medical Appointments

Effective December 1, 2014, the Department of Social Services (the Department), will begin a mileage reimbursement program for Homemaker/Companion Agencies who wish to utilize Companion services to provide transportation services to Medicaid clients for Medicaid covered services. This service will make client transportation to medical appointments more convenient and accessible while providing mileage reimbursement for Homemaker/Companion Agency staff. The reimbursement rate is the federal volunteer rate, currently set at 56 cents per mile.

Interested Homemaker/Companion Agencies are required to complete an agreement with the Department's Non-Emergency Medical Transportation broker, LogistiCare Solutions, LLC (LogistiCare). Homemaker/Companion Agencies may obtain agreements from Allied Community Resources. Homemaker/Companion Agencies will be responsible for verifying and maintaining records for valid driver's licenses, proper vehicle registration, insurance, and vehicle roadworthiness for each staff member who will provide transportation.

Access Agencies will request prior authorization for non-urgent, Non-Emergency Medical Transportation via LogistiCare's Facility Secured Website (FSW) with at least two business days' notice. Access Agencies who do not already have an ID for the FSW should contact LogistiCare.

The Access Agency will name the Homemaker/Companion Agency authorized to provide the transportation in the trip request. Once approved, a confirmation number will be generated and available for the Access Agency to retrieve. The Access Agency will provide the confirmation number to the Homemaker/Companion Agency. This number will be used by the Homemaker/Companion Agency when billing LogistiCare for completed trips.

LogistiCare will pay the Homemaker/Companion Agency for mileage provided under this program on behalf of the Department. To obtain mileage reimbursement, the Homemaker/Companion Agency will submit the trip confirmation number to LogistiCare on an excel spreadsheet along with all other relevant trip information needed as described in the enrollment package, in accordance with LogistiCare's normal billing cycle. LogistiCare will review the spreadsheet for proper authorization, confirmation number and mileage (currently calculated using Bing maps) and will mail a check to the Homemaker/Companion Agency. The Homemaker/Companion Agency will reimburse the staff member, and should retain additional verification documents, including attestation that the employee delivered transportation services.

Access Agencies can continue to request other modes of transportation, such as wheelchair or livery trips, through LogistiCare in the same manner as they currently do. All urgent trip requests (less than two business days' notice) must be called into LogistiCare at 1-888-248-9895.

Please remember to cancel or reschedule trips as soon as possible.