



SmartLink

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

Carver County 602 4th St East , Chaska MN 55318 952-361-1600

Scott County Health and Human Services, Government Services West, 200 West Forth Ave, Shakopee, MN 55379 952-445-7751

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 Carver County and Scott County 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, plus a fuel adjuster.
- 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, Plus a fuel adjuster
- 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. There are no fixed route bus services in Scott and Carver Counties, so no monthly passes will be distributed. If TransitLink(Dial-a-Ride) is considered a viable option, Smartlink may load a GoTo regional fare card for the scheduled rides needed, and provide the card to the client.
- 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, childcare costs incurred while you are attending the appeal hearing.
- If you have no form of transportation available, SmartLink will work with available transportation resources to get the appropriate transportation service needed, to get to your medical appointments.

TO GET PAID

Please contact Smartlink at 952-496-8341 X 2

Contact the above number Monday thru Friday from 7:00 AM to 2:00 PM to get a voucher/expense report and receive prior approval and authorization for transport and or ancillary services before you go for your medical appointment. Advance notice, up to 14 calendar days in advance to Smartlink at 952-496-8341 X 2 Monday-Friday from 7:00AM -2:00PM is required for all transports and ancillary services requests. Smartlink will refer you to reimbursement forms on their websites for future reimbursement processes.

Talk to customer service at Smartlink and send your appointment slip and a letter from your doctor that says you need to exceed the 30/60mile limits for medically necessary care because there are “no providers within the 30/60 miles or closer than the “referred to” provider capable of providing the medically necessary level of care needed” by the recipient. The appointment slip and letter must be provided to Smartlink prior to payment approval. Attach the appointment slip to the filled out and signed voucher. Any other forms or documentation will be disclosed by Smartlink for reimbursement.

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 car was used.

- Meals are paid up to the following amounts and time of day: Breakfast - \$5.50 and must be transit to, from or at the appointment prior to 6AM, Lunch - \$6.50 and must be in transit to, from or at appointment between 11AM-1PM, Dinner - \$8.00 and must be in transit to, from or at appointment after 7PM.
Reasonable distance for meals to be reimbursed- travel to specialty clinic only (**over 60 miles**)
- 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., Factors for lodging include – distance over **90 miles**, time of first appointment, if appointments are for consecutive days. Smartlink will assist recipient with these factors. Smartlink may reimburse up to \$200/night if no other reasonable accommodations are available.
- 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.