

# IDAHO NEMT REIMBURSABLE SERVICES

Idaho's Medicaid NEMT program allows you to request reimbursement for specific services. Reimbursable services are intended to help eligible members travel to and from their medical appointments, and include:

- Gas mileage
- Meals
- Lodging
- Ground transportation
- Attendant services

To receive reimbursement for these services, you must request the service through MTM and receive approval before the date of travel.

## AVAILABLE SERVICES & REIMBURSEMENT RATES

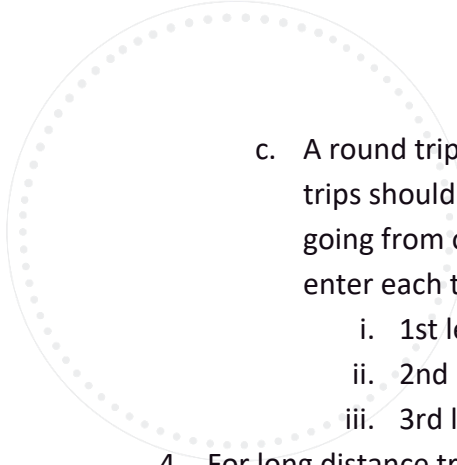
Service Type	Service Description/Availability	Reimbursement Rate
<b>Gas Mileage</b>	Gas mileage reimbursement is available to you if you can drive yourself to your appointment, or to a friend/family member who can drive you.	\$0.30 per mile
<b>Meals</b>	Meal reimbursement is available to you during trips that take longer than one day.	\$20 per day
<b>Lodging</b>	Lodging reimbursement is available to you during trips that require an overnight stay. MTM can arrange lodging for you, or you can make your own arrangements and request reimbursement. You must keep your invoice and receipt to receive reimbursement.	\$80 per night
<b>Ground Transportation</b>	MTM will make arrangements for ground transportation during approved trips, including travel to/from the airport and medical appointment. Ground transportation not scheduled or approved by MTM prior to appointment will not be reimbursed.	Varies

Service Type	Service Description/Availability	Reimbursement Rate
Attendant Services	Attendant services can only be reimbursed when a family member or friend is not available to support you during transportation. These services can only be reimbursed during the actual time of travel. The wage must be reasonable and prior negotiated. Transportation, lodging, and meals for an attendant may also be reimbursed if prior authorized.	Varies

## RECEIVING REIMBURSEMENT

To receive reimbursement, you must complete the following steps:

1. Call MTM at 1-877-503-1261 as soon as possible after scheduling your appointment. If your trip is urgent, let us know so we can verify the urgency of the appointment with your healthcare provider and expedite your request.
  - a. For gas mileage reimbursement, you must call at least two business days before the date of your medical appointment.
  - b. For long distance trips, you must call at least five business days before the date of your appointment or day you need to travel, whichever is earlier.
2. If your trip is approved, you will receive a trip number. We will either give you this number during this call or send it via email. Write the trip number down on your Trip Log. If anything changes during your trip (missed flight, changed appointment time, or additional appointments added), call us immediately. We will help you coordinate the changes and update the record for your reimbursement.
3. Complete the Trip Log. You may download a Trip Log at <https://www.mtm-inc.net/idaho/members/>, or you may request one be mailed to you. To receive reimbursement, you must submit a completed Trip Log with applicable invoices or receipts for all approved trips.
  - a. Make copies of your blank Trip Log in case you need to make changes.
  - b. The Trip Log must be signed by a healthcare professional at your appointment. *This includes nurses, therapists, physician assistants, or nurse practitioners. It doesn't have to be the doctor.*

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- c. A round trip is from your home to the appointment, then back home. Round trips should be entered on one line with the round trip box marked. If you are going from one appointment to another appointment before going home, please enter each trip leg on a separate line. For example:
    - i. 1st leg- home to first doctor
    - ii. 2nd leg- first doctor to second doctor
    - iii. 3rd leg- second doctor to home
  4. For long distance trip services (meals, lodging, ground transportation, and attendant services), please include the trip number and the appointment dates MTM provided to you in the approval with your itinerary (email or mail).
    - a. For lodging reimbursement, please include the date range of the travel, appointment dates, **and** the itemized hotel/lodging receipt.
  5. Submit Trip Logs and any lodging receipts to MTM. Scan, fax, or take a picture of the Trip Log and receipts. Email them to [payme@mtm-inc.net](mailto:payme@mtm-inc.net). MTM must receive the Trip Log and receipts no more than 60 days past the date of the first appointment.
  6. Keep a copy of your Trip Log for your records.

### **Questions about the reimbursement process?**

**Please call 1-888-513-0703.**