

| <u>Services</u> | <u>Phone Numbers</u> |
|---------------------------|-----------------------|
| Administrative | (218) 824-1140 |
| Child Support | (218) 824-1260 |
| Community Corrections | (218) 824-1135 |
| Health Services | (218) 824-1080 |
| Income Maintenance | (218) 824-1250 |
| Social Services | (218) 824-1140 |
| Toll free | (888) 772-8211 |



COMMUNITY SERVICES
204 LAUREL ST.
P.O. Box 686
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FAX (218) 824-1141
EMAIL CWCSS@CROWWING.GOV

OUR MISSION: SERVE WELL. DELIVER VALUE. DRIVE RESULTS.

CWC-811B
12/25

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

You may be able to get paid for expenses to help you get medical care, to attend a medical appeal hearing, or get reimbursement when you have retroactive eligibility.

PLEASE READ THIS INFORMATION SHEET CAREFULLY

The Crow Wing County Community Services MN Health Care Access Plan (MHCP) 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 a referral based on medical necessity or health plan referral and approval from the county. If you have your own vehicle and can drive, you **MUST** use it whenever possible. You may be asked to provide proof that you are unable to use the vehicle.

- If you drive your car or if you have a friend, someone in your household, or a relative drive you to your medical provider, you will be paid at a rate of 22 cents a mile **only for the time you are in the vehicle.**
- If a Crow Wing County volunteer driver transports you to the appointment, they will be paid up to the IRS business deduction rate effective on the date the access transportation service was provided. Drivers will **ONLY** be paid for the time you are in the vehicle. Unloaded miles must be pre-approved by the Transportation Coordinator and the Case Manager.
- Cancellation of a scheduled transport
 - 24-hour cancellation notice is required if you are unable to keep your scheduled transport, please call 218-824-1250 and ask for the Transportation Coordinator or 218-824-1140 for your Case Manager.
- No Shows for scheduled transports
 - Less than a 24-hour cancellation notice is considered a no show.
 - Being 15 minutes late for your scheduled transportation pick up time will be considered a no show.

If you no show or late cancel (less than 24hr notice) for a ride that has been scheduled through Crow Wing County three times no additional rides will be arranged for 60 days. You will be required to utilize public transportation or mileage reimbursement and will not be eligible for a higher level of transportation.

- The actual cost of a common carrier can be reimbursed. A common carrier is a taxi, bus, airplane, etc. Crow Wing County MAY be able to make arrangements to pay for the ticket before you go. You must get prior authorization from our office.
- If your doctor says that you must have medical care which you cannot get within 30 miles of your residence for primary care

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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.

- Someone who must go with you to get necessary medical care (per physician or treatment plan documentation) may also be paid meals and lodging costs 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 transportation related expenses. If necessary, childcare costs while you are attending the appeal hearing may be eligible for reimbursement.

TO GET PAID

- You must always show us proof that you have been to the medical provider. You must give us **itemized** receipts for all meals, lodging, and parking expenses you have incurred when you go to the medical provider. Indicate on the Request for Payment of Medical Transportation Expenses form how many miles you drove. You need to send in requests for reimbursement within **45 days** of the date of service or medical provider appointment.
- If you want reimbursement for travel, meals, or lodging for medical services that your doctor says you cannot get locally, you may be reimbursed these expenses to help you get this care at the closest provider capable of providing the level of care needed. You must get **PRIOR APPROVAL** from our office. You must also request and complete the Request for Payment of Medical Transportation Expenses form and **attach the required proofs**.
- Crow Wing County will allow the miles that are listed between cities in Minnesota from a standard mileage chart. You can add the miles to and from your home to the nearest city. Transportation must be by the most direct route and must not exceed 30 miles for a trip to a primary care provider or 60 miles to a specialty care provider.
- Reimbursement for transportation and related costs for medical care is paid by the agency within 30 days.
- Lodging needs to be **prior approved** in order to be reimbursed. Lodging cost is limited to \$50 per night. Any exceptions to the \$50 limit must be **prior** approved by Crow Wing County.
- We can pay up to these amounts for meals: **Breakfast \$5.50** - Allowed when a client is required to stay overnight or be in travel status prior to 6 a.m. **Lunch \$6.50** - Allowed when a client is required to stay overnight or required to be at the medical facility between 11 a.m. and 1 p.m. **Dinner \$8.00** - Allowed when a client is required to stay overnight or remain in travel status after 7 p.m.
 - Each meal expense must be incurred at one sitting.
 - You must need to travel further than 60 miles in the most direct route from home to the medical appointment to qualify for meal reimbursement.
 - You can get reimbursed for parking at the actual costs. You **MUST** have your parking receipt.
- You **MUST** get medical care from the closest provider that is capable of providing the care you need. You may have to pay for your own costs if you fail to get the medical care from the closest provider.
- If you go to a primary care provider within 30 miles of your residence, you **do not** have to ask your financial worker before you go. **You must coordinate your trips** to medical providers. Failure to coordinate trips or abuse of these policies may require you to get prior approval in order to get reimbursement.
- If you have an emergency outside of Crow Wing County and want the expenses reimbursed, you must contact us within **ten** days of the emergency.
- ***If you choose to get primary care beyond 30 miles of your residence or specialty care beyond 60 miles of your residence, it must be only if the service has been ordered by your local attending physician AND is the nearest provider that offers the services you need by submitting a physician's referral form. This includes emergencies when you can get the services locally. You **MUST** get prior approval from our office.***
- If you are getting your medical care at the Veterans' Administration (VA), you must show us that you cannot receive transportation cost reimbursement from VA.
- You must follow Crow Wing County's Health Care Access Plan even if you have just moved here from another county.
- If you are hearing impaired, we will help you get an interpreter.
- If you require assistance in getting a volunteer driver, a minimum of 48 hours advance notice is required.

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- If you use a volunteer driver and demonstrate threatening behavior, verbal abuse to drivers, or do not show up when arrangements have been set up for a volunteer driver to take you to your appointment, there may not be a volunteer driver willing to take you to your appointments in the future.

PAYMENT FOR PHARMACY ONLY TRANSPORTS

- Pharmacy only transports are allowed when transport is the only option available based on pharmacy requirements or absence of other means to obtain the prescription(s). All means to obtain pharmacy items **MUST** be utilized and includes, but is not limited to:
 - Obtaining the prescription from the outpatient pharmacy at the medical facility or office.
 - Utilizing mail, delivery or courier services to obtain prescription(s).
 - Obtaining prescription(s) on return to residence/work from the medical appointment (additional mileage reimbursable).
 - Obtaining prescription(s) while other activities of daily living are completed.
- **If pharmacy only transport is required:**
 - All prescriptions must be coordinated for pick-up on same date.
 - Multiple trips per week/month are NOT allowed.
- **IMPORTANT REMINDER** — If you want to be paid for medical transportation, lodging, or meals for medical care that you cannot get locally, you **MUST** get prior approval from your worker. You must also request and complete a Request for Payment of Medical Transportation Expenses form and attach the required proofs. Your local attending physician **MUST** have ordered the service that is not available in the local trade area, and it must be to the closest provider capable of providing the level of care needed. This includes emergencies when you can get the services locally.