

HEALTH CARE ACCESS SERVICES BIENNIAL PLAN

Effective April 1, 2007, through December 31, 2008

Updated per Bulletin #07-21-07: Effective 12-1-07

Updated Effective 4-1-08

Local Agency: Brown County

Person Responsible for Development of the Health Care Access Services Biennial Plan: Tom Baumann

Telephone Number: 507-354-8246

Name of Person Directly Responsible for Coordination of Health Care Access Services: Tom Baumann

Telephone Number: 507-354-8246

General Purpose Statement: To ensure that applicants/recipients of Medical Assistance (MA) and General Assistance Medical Care (GAMC) and MinnesotaCare is provided with needed transportation and other travel related expenses to enable them to access necessary medical treatment. Access services are available for trips to participating providers for services covered under the state MA plan. Transportation to non-participating providers shall also be paid under this plan if: 1) the service is covered under the MA state plan; 2) the non-participating provider could be a participating provider if application was made; and 3) it results in proper and efficient administration of Minnesota Health Care Programs due to cost effectiveness.

Cost Effectiveness: As per Federal Regulations, transportation for each trip made by a recipient must be by the most cost effective means available that suits the medical needs of the recipient.

- Local agencies shall direct recipients to utilize all available sources of free transportation services (such as relatives, friends, other public options if available) if it meets the needs of the recipient.
- The next most cost effective means of transportation under this plan is transport by the recipient's private vehicle.
- Reimbursement will not be made to a recipient or other person if the mode of transportation used or related travel expenses are furnished at no cost to the recipient, such as transportation provided by health care plans.
- Reimbursement will not be made for trips/mileage traveled without a recipient in the vehicle unless stated otherwise within this document.

Part I. Transportation and Related Travel Costs

Recipients/applicants must use the most cost-effective method of transportation available to them. Whenever possible, the recipient's own vehicle must be used.

A. Services available for recipients receiving medical care from an MA/GAMC certified provider.:

1. Mileage reimbursement:
 - 20 cents per mile for non-emergency transportation – vehicle provided by individual (family member, self, neighbor) with vested interest
 - 50.5 cents per mile (or current IRS rate) for non-emergency transportation – vehicle provided by volunteer (individual or organization), with no vested interest – includes foster parents.
2. Parking fees reimbursed at actual cost.
3. Brown County volunteer drivers, Brown County Staff, Foster Home Providers, and GRH Providers at current IRS rate.
4. Taxicab, bus and other commercial carrier fare is reimbursed at actual cost.
5. Brown County (X DOES/ ___ DOES NOT) pay for no-load mileage to county registered volunteers.
6. Meals: The maximum reimbursement for meals is:
Breakfast -- \$5.50; Lunch -- \$6.50; Dinner -- \$8.00
7. Lodging: Limited to \$50.00 per night unless prior-approved by the local agency.
8. When another individual is needed to accompany the recipient or to be present at the site of a health service, the accompanying individual will be reimbursed for the cost of meals, transportation, and lodging at the same standard as the recipient. Reimbursement may be made for more than one person if required by the physician's treatment plan.
9. Transportation and other related travel expenses of family members of recipients in covered treatment programs, such as chemical dependency, if the family member's involvement is part of the recipient's written treatment plan.
10. If persons had travel expenses during the three retroactive MA months and are later found eligible, they may be eligible for reimbursement at the rates stated in this plan.

B. Procedures to Obtain Services:

1. Prior authorization may be arranged in writing, or by telephone to the provider of the service. Prior authorization from the recipient's financial worker will always be required for the following situations:
 - a. Lodging and meal expenses for an MA recipient and/or accompanying individual;
 - b. Transportation and related expenses outside of the local trade area. The local trade area is defined as a 70-mile radius from the client's home.
 - c. When the agency has determined that the transportation reimbursement has been misused (for instance, if an able-bodied individual living on a public bus route uses a taxicab rather than a bus).

2. Access services within the local trade area (DO/ X DO NOT) need to be prior authorized.
3. Emergency Needs Procedure:
Prior authorization is not required. In emergency situations, recipients/applicants must secure transportation and related expenses, using the most cost effective and medically necessary transportation. Recipients/applicants are required to notify this agency as soon as possible after the emergency to secure reimbursement of expenses.

C. Billing and Payment Procedures:

1. Providers of transportation and other travel-related services must submit bills for services to Brown County Human Services for payment. The bill should include date of service, origin and destination of the transportation mileage from point A to point B, and the cost of service. Origin/destination must be to a covered or coverable service in order for this bill to be paid under this plan.
2. Recipients and other persons eligible for reimbursement for costs of transportation and other related services shall submit to Brown County Human Services actual receipts, when available, or signed, dated, and itemized statements of mileage and/or other allowed expenses.
3. All bills will be paid by Brown County Human Services within 30 days of receipt. Financial workers may choose to provide a recipient with a voucher for transportation or other travel-related service.
4. Claims that are greater than 12 months old will not be reimbursed (Minnesota Rule 9505.0450).

D. Service Restrictions:

1. Payment shall be made for the most cost-effective available means of transportation which is suitable to the recipient's medical needs. As mentioned in Section I.B., prior authorization of transportation and other related travel expenses may be required except when there is an emergency or in cases of retroactive eligibility.
2. When the recipient's attending physician makes a referral to a medical facility outside of the local trade area, access services must be prior authorized.
3. Brown County will not reimburse the recipient for transportation provided at no cost to the recipient.

Part II. Interpreter Service

A. Services Available:

Brown County Human Services will provide interpreter services to Deaf, hard of hearing and Deafblind persons who are seeking or receiving assistance from Brown County Human Services using medically necessary health services, if the medical provider has fewer than 15 employees. The medical provider with fewer than 15 employees must call Brown County Human Services as soon as the Deaf, hard of hearing, Deafblind person makes the request or when the need is determined. Brown County Human Services will

then make the arrangements for the interpreter. If subsequent appointments are necessary they also need to be arranged prior to appointment.

Providers with 15 or more employees must offer this service at no cost to the recipient as pertaining to State and Federal laws.

B. Procedures to Obtain Services:

Brown County Human Services staff are responsible for providing an interpreter if it is deemed necessary to serve a Deaf, hard of hearing or Deafblind client or if the Deaf, hard of hearing or Deafblind client requests an interpreter. If staff do not know how to locate a sign language interpreter they may go to www.interpreterreferral.org to view information about how to contact an interpreter referral agency or how to contact a freelance interpreter directly. Brown County Human Services will make the request as early as possible for the referral agency to locate a qualified interpreter.

C. Billing and Payment Procedures:

Brown County Human Services will negotiate fees with the referral agency or independent interpreter. Brown County Human Services will pay the interpreter for the service and charge the expense to the MA/GAMC administrative account for reimbursement purposes. All bills will be paid by Brown County Human Services within 30 days of receipt.

D. Service Restrictions: None.

Part III. Access to Appeal Hearing Services

A. Services Available:

1. Reimbursement for reasonable and necessary expenses of applicants/recipients attendance at an appeal hearing, such as meals, lodging, parking, transportation, and child care costs.
2. Assistance from Brown County Human Services' staff in locating transportation.

B. Procedures to Obtain Services:

Applicants/recipients shall contact their worker at Brown County Human Services if assistance in locating transportation or reimbursement for transportation and/or child care expenses will be needed to ensure the applicants/recipient's attendance at an appeal hearing.

C. Billing and Payment Procedures:

Transportation expenses will be reimbursed according to the same criteria established in Part I.

Providers of transportation services must submit dated, itemized bills for service to Brown County Human Services for payment. Applicants/recipients and other persons eligible for cost of transportation services shall submit to Brown County Human Services actual receipts, when available, or signed, dated, and itemized statements of mileage. All

- D. Please supply a copy of all handouts given to applicants/recipients informing them of Access Service availability along with the completed pre-print.

Part VII. Other County Specific Policies/Procedures.

1. Lodging will not be reimbursed within trade area unless a written physician's statement states it is necessary. Meal expenses may be reimbursed within the trade area. For example: A client is required to be in the hospital all day on an out-patient basis. Approval will be on a case by case basis.
2. Financial Worker reviews all Medical Transportation claims. If excess or an appearance of misuse occurs, the Financial Worker shall review findings with the Financial Supervisor and the Social Service Supervisor. If misuse is identified, the client will have to get prior authorization for all medical expenses before reimbursement will be made.
3. Meal Reimbursement Policy
 - *Breakfast* – Breakfast reimbursements may be claimed only if the recipient is away to a medical appointment from his/her home in a travel status overnight or departs from home to reach the medical appointment before 6:00 AM.
 - *Noon Meal* – Eligibility for noon meal reimbursement shall be based upon the recipient being at a medical appointment, over thirty-five (35) miles from his/her home, with the medical appointment extending over the normal meal period.
 - *Dinner* – Dinner reimbursement may be claimed only if the recipient is away from his/her home in a travel status overnight or is required to remain in a travel status until after 7:00 PM.
4. Since 42 Code of Federal Regulation and Minnesota Statutes and rules have set a maximum meal reimbursement rate but no minimum, Brown County has chosen to apply these rates for meals under the following schedule.
 - Usual meal times are defined:
 - Breakfast – prior to 11:00 AM
 - Lunch – 11:00 AM to 5:00 PM
 - Dinner – after 5:00 PM to 1:00 AM
 - *No meal reimbursement will be made to salaried attendants accompanying the recipient except for county staff.
5. 1-1-05
Special Transportation Services (STS)
LON (Level of Need) are completed by MNET (Minnesota Non-Emergency Transportation). Phone # for Client 1-866-467-1724, Phone # for Staff Question 1-866-240-1972. MNET will update MMIS panel RSPC.

6. Out of State Request for Services – Refer client/Medical Provider to CDMI (Care Delivery Management Inc.) to process request for authorization. Referring doctor must request prior authorization.

Mail requests to:

CDMI
1200 Yankee Doodle
Eagan, MN 55122
Phone: 1-800-382-2000

Requests must identify: 1) That service is medically necessary and 2) Service is not available in Minnesota.

If MA transportation reimbursement is being requested, the worker should check with CDMI to see that the Services were authorized.

Additional Information

MAYO CLINIC

U OF M HOSPITAL

Mayo Clinic Social Service
E 7-B
Rochester, MN 55905
(507) 284-2131

Box 602
Harvard at East River Road
Minneapolis, MN 55455

Contact Person: Social Service Area
(507) 284-3569

Contact Person: Rick Knauer (medical bills)
(612) 626-5255

Travel Lodge:
(507) 266-4200

Accommodations: (612) 626-3000
Social Service Unit: (612) 626-3366

ABBOT/CHILDRENS HOSPITAL
WASI CENTER

Contact #1-800-535-3103
or (612) 874-7117

ATTACHMENT B

Notice of Access Service Availability to Eligible Minnesota Health Care Program Recipients

*Brown County Family Services
1117 Center St., New Ulm, MN 56073*

(507) 354-8246 or 1-800-450-8246

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

Please read this information sheet carefully.

The Brown County Health Care Access Plan will pay for the most cost effective form of transportation to get you to your medical provider. 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 you, you/they will be paid at a rate of 20 cents a mile.
- If you need someone to drive you, call the Heartland Express in New Ulm at 359-2717 or 1-800-707-2717 at least 24 hours in advance.
- If a Brown County volunteer driver provides transportation, the Brown County volunteer driver will be paid the current IRS rate.
- Bus, cab or other commercial carrier fares can be reimbursed at the rate charged. You need prior authorization from your worker.
- Medical trips of less than 70 miles one way are reimbursable without prior authorization.
- If your doctor says that you must have medical care which is more than 70 miles from your home, you may get paid for gas, meals, lodging and parking to help you get this care elsewhere.
- 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 GAMC case, you are eligible for transportation, related expenses and, if necessary, child care costs while you are attending the appeal hearing.
- Special Transportation Services (STS) needs must be approved by MNET (Minnesota Non-Emergency Transportation) cell # 1-866-467-1724. Example of special transportation is using Espeland Van Service of Mankato.
- Remember to submit your Mileage Claims within 12 months from the date incurred. If your claim is over 12 months old we can not reimburse you for your cost.

***No load transportation.** Mileage is not paid for the miles incurred to reach the recipient pickup point. Mileage is only reimbursed for the miles that the recipient is actually in the vehicle.

TO GET PAID

- Contact your Financial Worker in person, by phone or in writing to get a claim form before you go for your medical appointments. Two or three days in advance would be helpful. For emergencies, tell us as soon as you can after the emergency service (within 5 working days).
- Bring or send your appointment slip and a letter from your doctor that says you need to go outside your local community for medical care.

- You must give your worker receipts for meals, lodging, parking (unless using metered parking), and public travel (bus or taxi) with the signed voucher or claim form.
- If you choose to get medical care outside your local community without a referral from your doctor, you will have to pay for all of your meals, lodging, parking, and travel costs.
- Meal Reimbursement Policy:
 - *Breakfast* – Breakfast reimbursements may be claimed if timely arrival to your medical appointment requires you to depart from your home before 6:00 AM.
 - *Noon Meal* – Eligibility for noon meal reimbursement shall be based upon the recipient being at a medical appointment, over thirty-five (35) miles from his/her home, with the medical appointment extending over the normal meal period.
 - *Dinner* – Dinner reimbursement may be claimed only if the recipient is away from his/her home in a travel status overnight or is required to remain in a travel status until after 7:00 PM.

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 was used.

A. Meal reimbursement will only be for the following reasons:

- Overnight stay (prior approval needed)
- Appointment scheduled for all day or over lunch hours (example: 10:30 AM to 1:00 PM)

Meals and Lodging Reimbursement Rates & Defined Times for Meals

Breakfast	\$5.50	Prior to 11:00 a.m.
Lunch	\$6.50	11:00 a.m. to 5:00 p.m.
Dinner	\$8.00	After 5:00 p.m. to 1:00 a.m.

- B. Lodging will be paid at actual cost, if less than \$50.00 per night, unless prior authorized.
- C. Parking fees, bus, cab and other commercial carrier fares will be paid at actual cost.
- D. No meal reimbursement will be made to salaried attendants accompanying the recipient except for county staff.

IMPORTANT REMINDER

IF YOU CHOOSE to get medical care outside Brown County or beyond 70 miles of your home, without a referral from your doctor, you will have to pay for your own costs. This includes emergencies when you can get the services in Brown County 70 miles from your home.

IF YOU HAVE AN EMERGENCY, contact your worker as soon as possible after the emergency to make arrangements for reimbursement of expenses.

IMPORTANT REMINDER. If you want to be paid, you must get approval before you get medical mileage, meal reimbursement, parking and/or lodging costs. Prior authorization is not required for emergencies, retroactive eligibility, and appeal hearings.