

Iowa Total Care Medicaid Meals and Lodging Reimbursement Policy

Access2Care LLC. (“A2C”) serves eligible Iowa Total Care Medicaid (“ITC”) Members by brokering non-emergency transportation services. If out of county travel coordinated by A2C is required, an ITC Member may be reimbursed for meals and lodging during scheduled transportation. A2C processes reimbursements for meals and lodging during the time period of the out of county travel. The purpose of the Iowa Total Care Medicaid Meals and Lodging Reimbursement Policy is to provide guidance for reimbursement to ITC Members for meals and lodging based on per diem rates. **Detail receipts to include dates, times and address are required for all meals and lodging reimbursements.**

Reimbursement Rates:

Meals – Meals expenses are reimbursed for ITC Members when their medical appointment(s) and related travel require them to **travel out of county and more than 50 miles one-way** and be absent from their current place of residence or pick up location for an extended period of time. Meals are not reimbursed for time periods when an ITC Member is staying in a location for reasons unrelated to scheduled travel for medical appointments. Meals are reimbursed in accordance with IAC 441-78.13(3) d. The ITC Member must submit receipts to be reimbursed for each meal up to the maximum amount.

Per Diem Meal Rates

Meal	Requirement	Meal Maximum
Breakfast	A Member who departs before 6:00 am and returns prior to lunch may be reimbursed actual expenses up to the allowable maximum for breakfast.	\$8
Lunch	A Member who departs after 6:00 am and returns before 7:00 pm may be reimbursed actual expenses up to the allowable maximum for lunch.	\$10
Breakfast and Lunch	A Member who departs before 6:00 am and returns after lunch, but prior to 7:00 pm may be reimbursed actual expenses up to the maximum for breakfast and lunch.	\$8 + \$10 = \$18
Dinner	A Member who departs after lunch and returns after 7:00 pm may be reimbursed actual expenses up to the allowable maximum for dinner.	\$19
Lunch and Dinner	A Member who departs after lunch and returns after 7:00 pm may be reimbursed actual expenses up to the allowable maximum for dinner.	\$10 + \$19 = 29
All Meals	A Member who departs prior to 6:00 am and returns after 7:00 pm may be reimbursed actual expenses up to the allowable maximum for all three meals.	\$8 + \$10 + \$19 = \$37

Lodging - Lodging expenses are reimbursed for ITC Members when their medical appointment(s) and related travel require them to **travel out of county and more than 50 miles one-way** when the round trip and the needed medical service cannot be completed in the same day and overnight travel is required. Lodging expenses must be approved at the time the trip is scheduled with A2C.

Reimbursement rates are based on the primary destination city (the city where the medical services are received). The reimbursement amount is the maximum amount that will be reimbursed based on a receipt for lodging expenses. If the destination city is not specified in the tables below, the standard rate of \$77 will be used for all other destinations in surrounding states. Lodging reimbursement will not be paid when the stay is in the home of a relative or acquaintance or if a stay is for reasons unrelated to scheduled travel for medical appointments. Lodging is reimbursed in accordance with IAC 441-78.13(3) e.

Per Diem Lodging Rates for Out of State

Primary Destination	County	Lodging Maximum
Omaha, NE	Douglas	\$93
Rochester, MN	Olmsted	\$95
All other trips	All Counties	\$77

Attendants/Medically necessary escorts: Reimbursements may also be made to an attendant or medically necessary escort accompanying the ITC Medicaid Member during the trip. The ITC Member’s physician/medical provider must sign on the Iowa Total Care Medicaid Meals and Lodging Reimbursement Form to indicate that the attendant/escort is necessary for additional meals and/or overnight lodging expenses due to medical or safety reasons. Both the ITC Member and the escort must submit their request on the same reimbursement form.

Scheduling: If an ITC Member wants to seek reimbursement for Meals and Lodging, the ITC Member **must also have their trip scheduled through A2C.** The ITC Member must call **1-833-404-1061** and ITC prompt for transportation to make trip reservations. The trip is to be scheduled **in advance of an appointment.**

When contacting A2C, the ITC Member will need to provide the following information: ITC Member full name, home address, date of birth, telephone number, and Medicaid ID number. An A2C Operator may also request additional information to verify the trip such as physician name, physician address, etc... Each time a trip is scheduled, the A2C Operator provides a unique Trip Confirmation ID Number(s). **The Trip Confirmation ID number(s) is required to be written on the Meals and Lodging Reimbursement Form.**

Reimbursement Processing: A2C will mail the Iowa Total Care Medicaid Meals and Lodging Reimbursement Policy and Iowa Total Care Medicaid Meals and Lodging Claim Form prior to ITC Member’s first medical appointment. The Policy and Form can also be obtained on the Iowa Total Care website at <https://www.iowatotalcare.com/members/medicaid/benefits-services/transportation.html>

A2C processes claims for reimbursement of meals and/or lodging with the receipt of a completed and signed reimbursement form.

Instructions:

1. Fill in all of the blanks on the Iowa Total Care Medicaid Meals and Lodging Claim Form completely and legibly except for areas requiring a physician/medical provider signature. That will be completed by your physician or a representative from their office.
2. Ensure that the Dates of Transport and Trip Confirmation ID Number(s) indicated on the form are accurate. A2C will verify that your reimbursement request corresponds to a scheduled trip entered in the system.
3. Put data relating to one round trip on the reimbursement form. Each time you request reimbursement for meals or lodging, a fully completed form must be returned to A2C.
4. Attach all detailed receipts to include dates, times and address for meals and/or lodging to the reimbursement form.
5. Mail the **original signed form and receipts to: Access2Care, 405 SW 5th Street, Suite C, Des Moines, IA 50309-4609.** Processed and paid reimbursement forms are not returned. Please retain a copy if you would like to keep the information for your records.

Additional Reimbursement Processing Requirements:

1. Iowa Total Care Medicaid Meal and Lodging Claim Forms received more than 120 days past the Member's appointment will be denied. Reimbursement forms that have been returned for additional or incomplete information must be resubmitted within 30 days. Any requests for review regarding meals and lodging reimbursement or denied reimbursements must be submitted within 30 days of the date on the Notice of Decision letter.
2. A2C will process payments within 10-20 business days of A2C's receipt of a fully completed, signed, and valid Iowa Total Care Medicaid Meals and Lodging Claim Form.
3. For Meals and Lodging claims submitted payment will be issued by check in the ITC Member's name and sent via U.S. Mail to the ITC Member's address.
4. A2C may deny a claim for Iowa Total Care Medicaid Meals or Lodging Reimbursement if the trip is not scheduled through A2C or if the destination is not a facility that delivers Iowa Total Care Medicaid compensable services. Reimbursement forms submitted with incomplete information will not be processed until all requested information is received.

Make copies of the reimbursement form if there is a need to submit more than one reimbursement claim. **The ITC Member's physician/medical provider must sign each reimbursement form in order to be paid for each reimbursement.** Unsigned forms will not be processed and will be returned via US Mail. Please call the A2C Operators at **1-844-521-9948** if you have any questions.