Travel assistance benefits are funds that are intended to assist Medicaid clients with transportation costs. These funds are only meant to assist clients to get to and from medically necessary appointments, and are not intended to cover the full expense of the trip.

When the client meets certain requirements, they may request assistance with mileage or another method of travel.

The transportation method is based on the client’s medical needs and cost effectiveness. The client may use the following types of transportation:

- Public transportation, including subsidized public transportation and the Wyoming Rural Transit Program; (when available in that county) (City Transit Bus)
- Private automobile; (appointments in another town or out of state)
- Taxi
- Bus (Greyhound)
- Shuttle services
- Airline

The policy is different for children (20 years of age and younger) and adults (21 years of age and older). Not all Medicaid benefit plans are eligible for travel reimbursement.

PER DIEM (OVERNIGHT) POLICY

◊ $50.00 - 1 Child outpatient overnight and 1 parent/guardian staying at a lodging provider not enrolled with Wyoming Medicaid—$10.00 if staying with a Wyoming Medicaid enrolled lodging provider
  • Overnight(s) only approved if mileage is more than 400 miles roundtrip
◊ $25.00 - 1 Child in a facility overnight and 1 parent/guardian staying at a lodging provider not enrolled with Wyoming Medicaid—$5.00 if staying with a Wyoming Medicaid enrolled lodging provider
  • Overnight(s) only approved if mileage is more than 400 miles roundtrip
◊ $15.00 - Additional children with medical appointments at the same time and overnight staying at a lodging provider not enrolled with Wyoming Medicaid—No additional per diem if staying with a Wyoming Medicaid enrolled lodging provider.
  • Overnight(s) only approved if mileage is more than 400 miles roundtrip
TRANSPORTATION PAYMENTS

Transportation assistance payments are distributed by physical check or electronic deposit (EFT) after the appointment(s) are attended and documentation has been received and verified. In the case of an emergency situation clients may receive payment prior to the appointment, if the following emergency criteria are met:

1. $100.00 or more
2. Wyoming Medicaid requires the provider to be contacted to verify the appointment is scheduled. Once this verification has occurred the agents will notify the state for funds distribution.
3. Emergency fund requests are limited to one (1) per thirty days per client (not per family)
4. Emergency funds are limited to situations where last minute appointments were needed such as having to travel with only a couple of days notice.
5. Routine appointments or appointments that are weeks or months in the future are not eligible for emergency funds

NOTE: Emergency Funds can only be picked up in Cheyenne, WY. Depending on the timeline and client location a check may be sent via FedEx to the appropriate Public Health Nursing office, along with the TAC for the client to pick up.

WHAT’S NOT COVERED

◊ Payment for mileage is not available for local travel within the town or city where the client lives
◊ Additional travel expenses such as parking costs, toll charges, gas, car maintenance, laundry, phone calls, etc. are not covered
◊ Transportation of a family-member or friend to visit a client or consult with the client’s physician or other provider of medical services, unless the transportation is to visit a client under age twenty-one (21) and the visit is medically necessary;
◊ Transportation to pick up pharmaceuticals
◊ Transportation of a resident of a nursing facility
◊ Transportation of a client in response to detention ordered by a court or law enforcement agency

CHILDREN’S SPECIAL HEALTH EXCEPTIONS

◊ Clients that receive services from Children’s Special Health (CSH) services, please contact 1-800-438-5795 or your local Public Health Department.
◊ Clients that receive services from Children’s Special Health (CSH) receive the same services as the Medicaid only clients. CSH can make exceptions to the Medicaid policy in special circumstances for their clients and inform the Transportation Call Center
EMERGENCY TRAVEL POLICY

◊ Emergency travel must be to an enrolled and active Wyoming Medicaid provider
◊ Emergency funds requests will be considered in emergency situations if the reimbursement total will be over $100.00.
◊ Emergency funds will not be given if the transportation reimbursement is less than $100
◊ The transportation call center agents are required to contact the provider to verify the appointment is scheduled. Once this verification has occurred the agents will notify the state for funds distribution.
◊ An emergency fund request is limited to one (1) per 30 days per client (not per family)
◊ No additional funds will be issued until all verification information has been received. The client will need to make sure the verification of the appointment and or/ hotel receipts are turned into the transportation call center to close the previous request
◊ Routine appointments or appointments that are known about weeks or months in the advance are not eligible for emergency funds. Funds reimbursed after travel is complete and documentation has been verified are available for these routine or planned appointments

FACTS AND DOCUMENTS

◊ Clients must be eligible for the date of travel. Travel reimbursement is not available to all clients on all benefit plans.
◊ Travel requests must be to an active enrolled Wyoming Medicaid provider
◊ Travel requests can only be made by the client or parent/guardian listed on the case
◊ Travel requests can be requested for appointments made within the same month or approximately 5 business days prior to the following month
◊ Payments are made within 30 days of receipt of a completed travel packet. The Transportation Call Center can only accept originals of verification and hotel receipts. If a hotel receipt is not available because you stayed in the hospital or with a friend please include a letter with the information. Copies or faxes will not be accepted
◊ Complete packets must be submitted within 1 year from date of travel
◊ Mileage is calculated by shortest distance from town to town using MapQuest
◊ If you have not used travel assistance before you will need to fill out a Vendor Management packet and return the form with your completed packet. The Vendor Management packet will be supplied when your paperwork is generated from your request. If you have moved or have a change in your account number a Vendor Management packet will need to be completed. Please contact the Transportation Call Center for the form
◊ The Transportation Call Center is staffed Monday through Friday 9am to 5pm Mountain Standard Time. The phone number is 1-800-595-0011. Certain travel requests can be made on the Client Secured Web Portal—http://wymedicaid.acs-inc.com
AIRLINE REQUESTS

- Only covered for clients 20 years of age and younger
- Must be to an enrolled/active Wyoming Medicaid provider
- Wyoming Medicaid requires at least 2 weeks’ notice of travel
- Requires documentation of medical necessity from the facility to be sent to the Transportation Call Center as to why the client or client’s parent/guardian require airline assistance
- Airline requests or reimbursement requires State authorization before the Transportation Call Center can process the request
- Transportation will be limited to the most cost effective means of transportation

PUBLIC TRANSPORTATION - THE CHEYENNE TRANSIT PROGRAM (CTP)

- CTP is the public transportation for the City of Cheyenne
- For funds to purchase a CTP bus punch card contact the Transportation Call Center at 800-595-0011
- One punch card per month is allowed
- Punch cards purchased by the transportation program are to be used to attend medically necessary appointments; they are not intended for regular transit around the city
- If you have questions regarding the schedule please contact the CTP office at 307-637-6253 or http://www.cheyennecity.org

PRIVATE AUTOMOBILE - MILEAGE ONLY

- Reimbursement for mileage can be requested for clients on programs that are eligible for travel
- Travel must be to an enrolled/active Wyoming Medicaid provider
- There is no limitation in age
- Mileage is calculated using the shortest distance from town to town using MapQuest
- Mileage is paid out at $0.26 a mile

TAXI and NON-TAXI RIDES

- To view enrolled taxi and non-taxi ride providers in your area, use the Find a Doctor, Hospital, or Clinic link: https://wyequalitycare.acs-inc.com/wy/client/general/providerLocator.do
- Rides can only be used for transportation to and from medical appointments. Rides cannot be used to pick up pharmaceuticals.
- Rides must be called into the Transportation Call Center to be authorized. The call center agent will contact the taxi or non-taxi ride company you specify when you call in. If you choose to use another ride provider other than the one authorized when you call, you will be responsible for the payment(s).
- Attendance of appointments will be verified by Wyoming Medicaid. If an appointment is not attended you will be required to reimburse Wyoming Medicaid for the ride fare.
- If you are not able to attend the appointment you must call the Transportation Call Center to cancel the request. If you fail to cancel the request it may impact your future ability to use this service.
TRAVEL TO A PSYCHIATRIC RESIDENTIAL TREATMENT FACILITY (PRTF)

◊ Only covered for clients 20 years of age and younger or their parent/guardian for admit/discharge or family therapy
◊ Must be to an enrolled/active Wyoming Medicaid provider
◊ Travel can only be reimbursed every other month for family therapy
◊ When the request is taken by the Transportation Call Center it will require State pre-authorization
◊ When a completed packet is returned, it will require final State authorization before reimbursement

TRAVEL FOR OVERNIGHT(S)

◊ Lodging reimbursement is for travel for clients 20 years of age and younger
◊ Must be to an enrolled and active Wyoming Medicaid provider

The following applies when staying at an enrolled lodging provider (for example Denver Ronald McDonald House) - to review enrolled providers, see the Find a Doctor, Hospital or Clinic link:

https://wyequalitycare.acs-inc.com/wy/client/general/providerLocator.do

◊ Wyoming Medicaid will reimburse the enrolled lodging provider directly for your stay
◊ If a child is inpatient (example: admitted to the hospital), Wyoming Medicaid will reimburse $5.00 per night to the client’s parent/guardian
◊ If a child is outpatient (example: child staying with the parent over-night(s) at Denver RMH), Wyoming Medicaid will reimburse $10.00 per night to the client’s parent/guardian

The following applies when staying with a lodging provider that is not enrolled with Wyoming Medicaid (hotel, motel, etc.):

◊ If a child is inpatient (example: admitted to the hospital), Wyoming Medicaid will reimburse $25.00 to the client’ parent/guardian
◊ If a child is outpatient (example: child staying with the parent over-night(s)), Wyoming Medicaid will reimburse $50.00 to the client’s parent/guardian

Reimbursement

◊ For the client’s per diem portion, payment is processed when a completed packet is returned. This would include the verification from the provider, the signed travel papers you receive from the Transportation Call Center and the receipt for your lodging. The Transportation Call Center can only accept original documents.