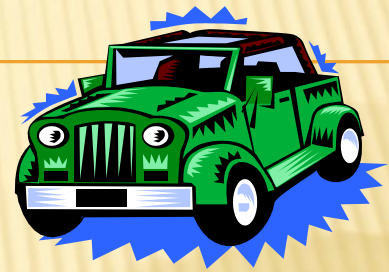


MEDICAID TRANSPORTATION

828-659-0634



ELIGIBILITY FOR SERVICES



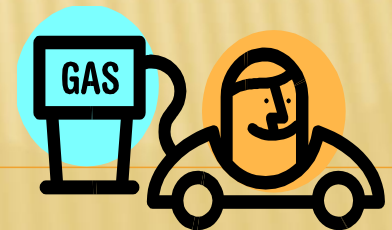
- ✘ Medicaid recipients EXCEPT those receiving MQB or North Carolina Health Choice are eligible for transportation assistance
- ✘ Most assistance is provided by gas vouchers or DSS staff drivers transporting individuals to medical appointments
- ✘ The medical service must be performed by a Medicaid authorized provider

OBTAINING SERVICES-CALL 659-0634

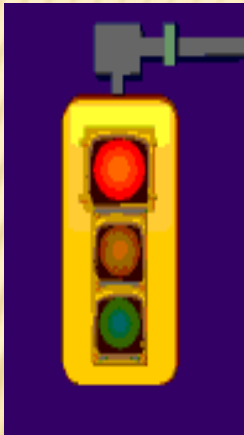
- * AT LEAST THREE DAYS BEFORE APPOINTMENT, RECIPIENT CALLS DSS TRANSPORTATION COORDINATOR TO ADVISE OF NEED FOR SERVICES
- * COORDINATOR EXPLORES ANY OTHER MEANS OF TRANSPORTATION FOR CLIENT
- * IF NO OTHER MEANS, CONFIRMS CLIENT IS CURRENTLY ON MEDICAID AND HAS APPOINTMENT WITH A MEDICAID PROVIDER
- * IF REFERRED TO APPOINTMENT BY PRIMARY CARE PHYSICIAN, NEED VERIFICATION OF THE REFERRAL FROM PCP

GAS VOUCHERS

- ✘ Authorizes gas voucher to obtain fuel on day of appointment
- ✘ Follows up with provider to confirm client kept appointment. If not kept, voucher must be repaid before any more authorized
- ✘ VOUCHER IS 28.25 CENTS PER MILE FOR DISTANCE FROM CLIENT'S ADDRESS TO THE MEDICAL OFFICE, AS COMPUTED ON MAPQUEST



TRANSPORTATION POLICY



- FIRST COME, FIRST SERVED BASIS
- TRANSPORTATION IS TO CLOSEST PROVIDER FOR THE SERVICES NEEDED
- TWO “NO-SHOWS” WITHOUT GOOD CAUSE RESULTS IN SUSPENSION FOR THREE MONTHS
- IF CLIENT IS NOT HOME AT PICK UP OR HAS CANCELLED/RESCHEDULED THE APPOINTMENT WITHOUT NOTIFYING TRANSPORTATION, IT’S CONSIDERED A “NO-SHOW”
- IF TRANSPORTATION NOT NEEDED AFTER IT IS SCHEDULED, WE REQUEST CLIENT LET US KNOW ASAP

OUT OF TOWN SCHEDULE

DRIVERS TRANSPORT TO MEDICAL OFFICES ON A SCHEDULE FOR BUNCOMBE AND BURKE COUNTIES:

- ❖ **BUNCOMBE COUNTY MONDAY, WEDNESDAY AND FRIDAY MORNINGS**
- ❖ **BURKE TUESDAY AND THURSDAY MORNINGS**

- WE ASK CLIENTS TO MAKE APPOINTMENTS WITH THEIR DOCTORS AND SPECIALISTS BASED ON THIS SCHEDULE SO WE CAN ACCOMMODATE AS MANY CLIENTS AS POSSIBLE

