



TRANSLINK

REIMBURSEMENT GUIDE

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REIMBURSEMENT PROGRAM OVERVIEW

THE TRANSLINK TRANSPORTATION REIMBURSEMENT PROGRAM OFFERS TRAVEL REIMBURSEMENT TO ELIGIBLE OREGON HEALTH PLAN MEMBERS FOR CERTAIN TRAVEL COST WHILE TRAVELING TO AND FROM A COVERED MEDICAID MEDICAL SERVICE. MEMBERS REQUESTING TRANSPORTATION REIMBURSEMENT USUALLY HAVE ACCESS TO A WORKING CAR OR HAVE A FRIEND OR FAMILY MEMBER THAT IS ABLE TO DRIVE THEM TO THEIR MEDICAL APPOINTMENT.

IN AN EFFORT TO STREAMLINE TRANSPORTATION REIMBURSEMENT PAYMENTS, TRANSLINK IS WORKING WITH RELIACARD TO ISSUE CARDS TO ELIGIBLE OREGON HEALTH PLAN MEMBERS REQUESTING REIMBURSEMENT. THROUGH THE RELIACARD PROGRAM, MEMBERS WILL NO LONGER GET THEIR REIMBURSEMENT PAYMENTS BY CHECK.

PROGRAM RULES

INCLUDED IN THIS PROGRAM GUIDE ARE SOME GENERAL RULES YOU WILL NEED TO FOLLOW IN ORDER TO QUALIFY FOR TRANSPORTATION REIMBURSEMENT. OREGON'S TRANSPORTATION REIMBURSEMENT RULES ARE DEFINED UNDER OAR (OREGON ADMINISTRATIVE RULES) SECTION 410-136-3240 (FEE-FOR-SERVICE MEMBERS)

REQUESTING YOUR RELIACARD (REQUIRED)

BEFORE YOU CAN START RECEIVING ANY MILEAGE, MEAL, OR LODGING REIMBURSEMENT PAYMENTS, YOU MUST FIRST REQUEST A RELIACARD THROUGH TRANSLINK. TO PROCESS YOUR RELIACARD REQUEST, TRANSLINK MUST COLLECT THE FOLLOWING INFORMATION:

- YOUR FIRST AND LAST NAME
- DATE OF BIRTH
- SOCIAL SECURITY NUMBER
- COMPLETE MAILING ADDRESS
- CURRENT TELEPHONE NUMBER

ONCE YOUR MEDICAID ELIGIBILITY IS VERIFIED YOUR RELIACARD REQUEST WILL BE PROCESSED. CARD REQUESTS MAY TAKE BETWEEN 5-7 BUSINESS DAYS TO ARRIVE AT YOUR HOME.

PLEASE NOTE: A RELIACARD MUST BE ISSUED TO A PARENT OR GUARDIAN WHEN TRANSPORTATION REIMBURSEMENT IS REQUESTED FOR A CHILD UNDER THE AGE OF 18; ADULTS REQUESTING A RELIACARD FOR THE BENEFIT OF AN ADULT MEMBER MUST FIRST PROVIDE WRITTEN PROOF OF GUARDIANSHIP / POWER OF ATTORNEY PRIOR TO THE RELIACARD BEING ISSUED IN THEIR NAME.

SCHEDULING YOUR TRANSPORTATION REQUEST

ALL TRANSPORTATION REIMBURSEMENT REQUESTS MUST GO THROUGH THE TRANSLINK CALL CENTER PRIOR TO YOUR APPOINTMENT.

TO SCHEDULE YOUR REQUEST, PLEASE USE THE FOLLOWING NUMBERS:

TRANSLINK MEDICAID TRANSPORTATION BROKERAGE

JACKSON COUNTY - 541.842.2060

OR

TOLL FREE - 888.518.8160

TRANSLINK WILL TAKE YOUR APPOINTMENT INFORMATION SUCH AS THE DATE AND TIME OF YOUR APPOINTMENT, THE MEDICAL PERSON YOU ARE SEEING, AND THE REASON FOR YOUR APPOINTMENT. **REQUESTS FOR MEALS / LODGING REIMBURSEMENT MUST BE MADE AT THE TIME YOUR REIMBURSEMENT REQUEST IS SCHEDULED. ANY REQUESTS FOR MEALS / LODGING AFTER THE FACT MAY NOT BE APPROVED.**

YOU SHOULD CALL IN YOUR REQUEST FOR TRAVEL REIMBURSEMENT AS SOON AS YOU KNOW ABOUT YOUR MEDICAL APPOINTMENT. YOU CAN CALL IN YOUR REIMBURSEMENT REQUESTS UP TO THIRTY (30) DAYS IN ADVANCE.

AS A MEDICAID MEDICAL TRANSPORTATION BROKER, TRANSLINK WORKS WITH MANY TRANSPORTATION COMPANIES. IF TRANSLINK FINDS A LOWER COST,

MORE APPROPRIATE TRANSPORTATION RESOURCE FOR YOUR TRIP (SUCH AS COMMON CARRIER (AMTRAK, GREYHOUND, ETC) OR A SHARED RIDE THROUGH ONE OF OUR PROVIDERS) YOU WILL BE OFFERED THAT RESOURCE IN PLACE OF TRANSPORTATION REIMBURSEMENT.

AUTHORIZING YOUR APPOINTMENTS

ALL APPOINTMENT AUTHORIZATIONS MUST BE ON A TRANSLINK MEDICAL APPOINTMENT AUTHORIZATION FORM. TRANSLINK WILL ALSO ACCEPT A NOTE FROM YOUR DOCTOR ON THEIR LETTERHEAD.

APPOINTMENT AUTHORIZATION FORM

- ORIGINAL FORM (NO COPIES OR FAXES) MUST BE SENT TO TRANSLINK.
- COMPLETE ONE (1) SECTION FOR EACH OF YOUR APPOINTMENTS
- MAKE SURE EACH SECTION IS COMPLETE AND CAN BE READ BY ONE OF OUR STAFF (MAKE SURE TO COMPLETE EACH SECTION ON THE FORM YOU SUBMIT TO TRANSLINK.)
- SEPARATE AND SEND ONLY COMPLETED SECTIONS OF THE AUTHORIZATION FORM. KEEP BLANK, UNUSED SECTIONS FOR FUTURE TRIPS.

AUTHORIZATION: DOCTOR'S LETTERHEAD

ALL AUTHORIZATIONS FROM YOUR DOCTOR MUST HAVE THE FOLLOWING INFORMATION:

- MUST BE ON LETTERHEAD FROM YOUR DOCTOR'S OFFICE
- INCLUDE YOUR FIRST AND LAST NAME AND YOUR OREGON HEALTH PLAN MEDICAID ID NUMBER
- THE DATE AND TIME OF YOUR APPOINTMENT
- HOW LONG YOUR APPOINTMENT LASTED
- THE REASON FOR SEEING YOUR DOCTOR
- BE SIGNED BY YOUR DOCTOR OR SOMEONE FROM YOUR DOCTOR'S OFFICE WHO CAN VERIFY YOU WENT TO YOUR MEDICAL APPOINTMENT.

ALL APPOINTMENT AUTHORIZATIONS MUST BE RECEIVED BY TRANSLINK WITHIN FORTY FIVE (45) DAYS FROM YOUR APPOINTMENT DATE FOR YOU TO BE REIMBURSED.

AUTHORIZATION: LODGING

IF YOU REQUESTED LODGING REIMBURSEMENT, YOU MUST SEND IN THE ORIGINAL LODGING RECEIPT (NO COPIES OR FAXES) TO TRANSLINK WITHIN FORTY FIVE (45) DAYS FROM YOUR APPOINTMENT DATE. THE NAME OF THE PERSON WHO HAD THE APPOINTMENT MUST BE LISTED ON THE LODGING RECEIPT SO WE KNOW WHO TO APPLY THE FUNDS TO. LODGING FUNDS MAY NOT BE PAID IF YOUR LODGING REQUEST IS NOT RECEIVED BY TRANSLINK WITHIN FORTY FIVE (45) DAYS FROM THE DATE OF YOUR APPOINTMENT.

REIMBURSEMENT

YOUR MEDICAL APPOINTMENT MUST BE AUTHORIZED BEFORE YOUR MEAL, MILEAGE OR LODGING REQUEST IS PROCESSED. ONCE YOUR APPOINTMENT HAS BEEN AUTHORIZED, TRANSLINK WILL LOAD REIMBURSEMENT FUNDS ONTO YOUR RELIACARD. YOUR RELIACARD WILL USUALLY BE LOADED WEEKLY BUT CAN TAKE LONGER DEPENDING ON WHEN YOUR PAPERWORK WAS TURNED IN AND ANY ISSUES IN PROCESSING YOUR PAPERWORK.

MEAL & LODGING ALLOWANCE

SOMETIMES YOU MAY NEED TO TRAVEL OUT OF YOUR LOCAL AREA FOR A MEDICAL APPOINTMENT. IF YOU NEED TO TRAVEL AT LEAST FOUR HOURS OR MORE OUT OF YOUR LOCAL AREA, YOU MAY QUALIFY FOR A MEAL AND/OR LODGING ALLOWANCE. ALL REQUESTS FOR MEALS, LODGING OR MILEAGE REIMBURSEMENTS MUST GO THROUGH TRANSLINK PRIOR TO YOUR APPOINTMENT.

MEAL ALLOWANCE

MEAL ALLOWANCES MAY BE ISSUED WHEN:

- **BREAKFAST ALLOWANCE** - YOUR TRAVEL MUST BEGIN BEFORE 6 AM;

- **LUNCH ALLOWANCE** - YOUR TRAVEL SPANS THE ENTIRE PERIOD FROM 11:30 AM THROUGH 1:30 PM;
- **DINNER ALLOWANCE** - YOUR TRAVEL MUST END AFTER 6:30 PM.

TRAVEL TIMES ARE DETERMINED BY TRANSLINK AND ARE BASED ON TRAVEL FROM YOUR HOME TO YOUR MEDICAL APPOINTMENT, THEN BACK TO YOUR HOME.

MEALS ARE REIMBURSED AT THE FOLLOWING RATES:

- **BREAKFAST: \$3.00**
- **LUNCH: \$3.50**
- **DINNER: \$5.50**

YOU ARE NOT BE ELIGIBLE FOR THE MEAL ALLOWANCE WHEN YOU ARE PROVIDED MEALS WHILE YOU ARE RECEIVING MEDICAL SERVICES OR ARE ADMITTED TO THE HOSPITAL.

TRANSLINK WILL PROCESS YOUR MEAL REIMBURSEMENT ONCE YOUR AUTHORIZATION FORM HAS BEEN RECEIVED.

LODGING ALLOWANCE

WHEN TRAVELING OUT OF YOUR LOCAL AREA TO A COVERED MEDICAL SERVICE, YOU MAY BE ELIGIBLE FOR A LODGING ALLOWANCE WHEN YOUR TRIP MEETS THE FOLLOWING CONDITIONS:

- YOU MUST START TRAVELING BEFORE 5:00 AM IN ORDER TO REACH YOUR MEDICAL APPOINTMENT ON TIME.
- YOUR TRAVEL WOULD END AFTER 9:00 PM WHEN TRAVELING HOME FROM YOUR MEDICAL APPOINTMENT.
- YOU MUST TRAVEL FOUR (4) OR MORE HOURS TO REACH YOUR MEDICAL APPOINTMENT.

TRANSLINK PAYS UP TO \$40.00 PER NIGHT FOR LODGING. WHEN YOUR LODGING COSTS ARE LESS THAN \$40.00, TRANSLINK WILL PAY YOU THE ACTUAL AMOUNT YOU PAID FOR YOUR HOTEL OR MOTEL.

SOMETIMES YOU MIGHT NEED TO STAY IN A HOTEL OR MOTEL MORE THAN ONE OR TWO NIGHTS DEPENDING ON YOUR MEDICAL CONDITION. IF YOUR STAY LASTS LONGER THAN A WEEK, TRANSLINK CAN WORK WITH YOU ON LONG TERM HOUSING ARRANGEMENTS.

IF YOU HAVE FRIENDS OR FAMILY LIVING CLOSE TO YOUR OUT-OF-AREA MEDICAL APPOINTMENT, AND YOU STAY WITH THEM OVERNIGHT, WE MAY BE ABLE TO REIMBURSE YOUR MILEAGE (UP TO TWENTY (20) MILES EACH WAY). THE ADDRESS OF THE LOCATION YOU ARE STAYING IS NEEDED WHEN YOU REQUEST REIMBURSEMENT.

LODGING PAYMENTS ARE PROCESSED WHEN YOUR MEDICAL APPOINTMENT HAS BEEN VERIFIED AND WE RECEIVED YOUR ORIGINAL HOTEL OR MOTEL RECEIPT. IF WE HAVE NOT RECEIVED YOUR LODGING RECEIPT WITHIN FORTY FIVE (45) DAYS YOUR LODGING REQUEST WILL BE CANCELED.

MILEAGE ALLOWANCE

TRANSPORTATION REIMBURSEMENT IS ALSO AVAILABLE WHEN YOU DRIVE YOURSELF OR HAVE A FRIEND OR FAMILY MEMBER DRIVE YOU TO YOUR MEDICAL APPOINTMENT. THE TRANSPORTATION REIMBURSEMENT ALLOWANCE IS TWENTY-FIVE CENTS (\$0.25) PER MILE AND IS CALCULATED FROM YOUR HOME TO YOUR MEDICAL APPOINTMENT, THEN BACK TO YOUR HOME. APPOINTMENT AUTHORIZATION IS REQUIRED FOR TRANSLINK TO REIMBURSE YOU FOR YOUR MILEAGE.

TRANSLINK WILL CALCULATE THE MILEAGE TO AND FROM YOUR APPOINTMENT USING ONLINE MAPPING SERVICES LIKE GOOGLE MAPS. TRANSLINK WILL ONLY REIMBURSE YOU FOR THE SHORTEST, MOST APPROPRIATE ROUTE TO AND FROM YOU MEDICAL APPOINTMENT.

WHEN A FRIEND OR FAMILY MEMBER TRANSPORTS YOU TO AND FROM YOUR MEDICAL APPOINTMENT, TRANSLINK WILL PAY YOU FOR THE MILEAGE. YOU CAN THEN USE MONEY PAID TO YOU TO REIMBURSE YOUR FRIENDS OR FAMILY. TRANSLINK DOES NOT ISSUE RELIACARDS TO YOUR FRIENDS WHEN THEY DRIVE YOU TO YOUR MEDICAL APPOINTMENT.

THE RELIACARD

THE RELIACARD COMES WITH INFORMATION AND IMPORTANT PHONE NUMBERS YOU CAN CALL WHEN YOU HAVE QUESTIONS. YOU CAN CHECK THE BALANCE OF YOUR CARD DAY OR NIGHT BY CALLING THE RELIACARD CUSTOMER SERVICE LINE AT 1.855.282.6161 OR VISIT THE RELIACARD WEBSITE AT: WWW.USBANKRELIACARD.COM

PROGRAM QUESTIONS & ANSWERS

QUESTION: I AM THE PARENT/GUARDIAN OF A CHILD (0-18). CAN I RECEIVE REIMBURSEMENT FOR MEALS, MILES AND LODGING FOR MY CHILD AND HOW CAN I GET REIMBURSED FOR MY EXPENSES?

ANSWER: YES. AS THE PARENT/GUARDIAN OF A CHILD, YOU ARE ABLE TO RECEIVE REIMBURSEMENT FOR MEALS, MILES AND LODGING, FOR YOUR CHILD, WHEN YOUR CHILD ATTENDS A MEDICAL APPOINTMENT. TO RECEIVE REIMBURSEMENT FOR YOUR CHILD, TRANSLINK WILL ISSUE A RELIACARD IN YOUR NAME.

QUESTION: HOW OFTEN ARE FUNDS LOADED ONTO THE RELIACARD AND WHEN SHOULD I SEE REIMBURSEMENT FUNDS ON MY CARD?

ANSWER: TRANSLINK PROCESSES AUTHORIZED MEAL, MILE AND LODGING REQUESTS WEEKLY. PROCESSING COULD TAKE LONGER IF THERE IS INCOMPLETE, MISSING OR REQUESTS FOR REIMBURSEMENTS NOT PRIOR AUTHORIZED.

QUESTION: DO I NEED TO PROVIDE RECEIPTS TO BE PAID FOR MEALS?

ANSWER: NO. ONCE YOUR APPOINTMENTS HAVE BEEN AUTHORIZED, TRANSLINK WILL PROCESS YOUR MEAL REQUESTS.



TRANSLINK TRANSPORTATION BROKERAGE 239 E. BARNETT ROAD MEDFORD, OREGON 97501