

## **NURSING HOME TRANSPORTATION**

Nursing homes are required to provide transportation to medical appointments for their residents. Residents cannot receive bus passes. Any other non-emergency transportation needed that the nursing home does not provide requires prior authorization.

*\* Non-Traditional, PCN, CHIP, UPP, QMB, SLMB, QI, and Emergency Medicaid recipients are NOT eligible for non-emergency medical transportation or reimbursement.*

## **OVERNIGHT FOOD AND LODGING**

If you need to stay overnight when obtaining medical treatment, talk to your worker. Lodging and food costs may be reimbursed if you must travel over 100 miles one-way to get medical treatment, and you would not arrive home before 8:00 p.m. due to the drive time, or the person must leave before 6:30 am to arrive at the appointment on time, or the medical treatment requires you to stay overnight. Your worker may approve one to two nights lodging and food costs. Additional nights must be prior authorized through Health Care Financing.

Recipients must stay at a motel, hotel, or other facility that provides overnight shelter such as the Ronald McDonald house. Costs for an attendant can only be reimbursed when the recipient stays with the attendant and is not in a treatment facility. This includes the costs for one parent or guardian who accompanies a child. Receipts are required.

## **Division of Medicaid and Health Care Financing**

801-538-6155 or  
1-800-662-9651

### **Department of Health Department of Workforce Services**

#### ***Equal Opportunity Employer/Program***

Auxiliary aids and services are available upon request to individuals with disabilities by calling (801) 526-9240. Individual with speech and/or hearing impairments may call Relay Utah by dialing 711.  
Spanish Relay Utah: 1-888-346-3162

DOH DWS 05-924-0114

# **How Do I Get to Medical Appointments?**



**Medicaid may provide non-emergency transportation in an effort to help you get medical care. If you have transportation available, you will be expected to use it before asking for help.**



# Non-Emergency Medical Transportation

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Medicaid may provide non-emergency medical transportation, if you are currently eligible for **Traditional Medicaid services\*** and you do not have transportation to get medical care. Transportation is not available to get services from non-Medicaid providers or for non-Medicaid covered services. Your worker may ask you to verify medical appointments. Medicaid may not reimburse you for all services. Transportation is not available to pick up prescriptions unless you are on the way to or from a medical appointment with a Medicaid provider. For exceptions, check with a Medicaid eligibility worker.

## UTA BUS PASS

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You may receive a bus pass if you have **Traditional Medicaid** and live in an area served by UTA or Cedar Area Transportation Services (CATS). A bus pass has 12 one-way trips (more when the household has 2 or more recipients or when someone needs an attendant) on each pass and also works on light-rail. Check with your worker if you need another bus pass. Only Medicaid recipients may use the bus pass, and it may not **not** be used to go to work, school, shopping etc.

Para-Transit Bus Services are available in some areas. If you live in an area served by FlexTrans and you are approved to receive

FlexTrans services, you must contact Medicaid to receive FlexTrans vouchers by calling 801-538-6155 or toll free at 800-662-9651.

## PARA-TRANSIT BUS SERVICES COMPANIES

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### FLEXTRANS

- Salt Lake and Davis Counties: 801-287-7433
- Davis, Weber, and Box Elder Counties: 877-882-7272

### Dial-A-Ride:

- CATS: 435-865-4510

### LOGISTICARE

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If you do not live in an area served by bus, para-transit services or you need door-to-door service, you may be eligible for LogistiCare services. You may be transported by LogistiCare for up to four weeks while LogistiCare determines your eligibility for door-to-door services. Call 1-855-563-4403 and be prepared to tell LogistiCare the doctor's name and fax number you would like to complete the required Mobility Evaluation. (*hint*: It would be wise to verify beforehand that the doctor is willing to complete the form for you.)

You must schedule LogisitiCare appointments **3 business days** in advance. The LogistiCare phone number is 1- 855-563-4403.

They may provide some urgent care services for recipients that need to be seen within 24 hours. You must specify that the appointment is for urgent care. LogistiCare may verify urgent care.

## PERSONAL MILEAGE REIMBURSEMENT

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**Local Travel** — When public transportation is not available or does not meet your needs, you may be reimbursed personal mileage at 18 cents per mile up to \$300 a month. You must keep a mileage log showing the dates and miles traveled. Mileage is only paid for transporting a Medicaid recipient.

**Outside the Local Area** — When treatment is not available in your local area, you must receive treatment from the nearest Medicaid provider who is able to provide the services; otherwise, you cannot be reimbursed for mileage. Verification may be required.

## MENTAL HEALTH TRANSPORTATION

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Transportation to and from mental health appointments is handled through our mental health provider. Please contact your therapist to arrange travel for these appointments.