

**HEALTH
CARE
ACCESS
INFORMATION
2020 - 2021**

**This is important information!!
Access services are available to Minnesota
Health Care Program Recipients that enable
you to access a covered medical services. This
includes non-emergency medical
transportation, ambulance transportation,
related ancillary services and interpreter
services.**

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Last updated: 12/02/2019

**NOTICE OF ACCESS SERVICE AVAILABILITY TO ELIGIBLE
MINNESOTA HEALTH CARE PROGRAM RECIPIENTS
2020 - 2021**

FREEBORN COUNTY SOCIAL SERVICES
203 W Clark St
Albert Lea, MN 56007
(507) 377-5400
FAX: (507) 377-5498

PLEASE READ THIS INFORMATION SHEET CAREFULLY

The Freeborn County Health Care Access Plan will pay for the most cost effective form of transportation to get you to a primary care provider within 30 miles of your home and a specialty care provider within 60 miles of your home. Transport beyond those respective distances will require a referral based on medical necessity or health plan referral and approval from Freeborn County. **If you have your own vehicle and can drive, you must use it whenever possible.**

You may also get reimbursed for your expenses for attending an appeal hearing or if you need an interpreter (spoken or sign language).

- If you drive your car, you will be paid at a rate of 0.22¢ per mile.
- If a volunteer driver such as a family member, neighbor, etc., provides the transportation, the volunteer driver will be paid up to the IRS business deduction rate effective on the date the access transportation service is provided.
- If you live in a qualifying rural area, you or your driver may receive a higher reimbursement in some circumstances.
- Bus, light rail or other similar commercial carrier rider fares will be reimbursed at the rate charged. You **DO** need prior authorization from Freeborn County in order to receive reimbursement for these transportation costs and ancillary service costs.
- If your doctor says that you must have medical care which you cannot get within 30 miles from your residence for primary care or 60 miles from your residence for specialty care, you may get paid for gas, meals, lodging and parking to help you get this care with appropriate documentation from your doctor. **IF YOU CHOOSE** to get medical care from a provider that is not within the 30-mile radius (for a primary care provider) or a 60-mile radius (for a specialty care provider) from your home, you may have to pay for your own costs. This includes emergencies when you can get the services needed at a closer location.

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- You may also be eligible for reimbursement of transportation and related expenses during some of the months you were found to be eligible before the date you applied.
- If it is medically necessary for another person(s) to go with you to get your medical care, per your written treatment plan, they may be also be eligible for reimbursement for the costs of meals, transportation and lodging at the same rate we would reimburse you.
- If you appeal a decision on your MA or Minnesota Care case, you are eligible for transportation, related expenses and if necessary, child care costs while you are attending the appeal hearing.
- If you are requesting a minor child be transported without an adult, you must contact us and complete a Minor Parent Authorization form.

IMPORTANT REMINDER REGARDING PRIOR AUTHORIZATION!!

You **must** get prior authorization to incur costs **before** you get certain non-emergency medical transportation or related ancillary services. Authorization may be in writing, by telephone or online. You may contact us at 507-377-5400 (Monday through Friday 8:00 a.m. to 4:00 p.m.), write to us at the address above. To get prior approval before you request reimbursement for the circumstances listed below. 48-72 hour advance notice is required.

The following will require prior authorization from Freeborn County in order for payment to be made:

- Traveling to a provider outside of the 30-mile radius from your home for a primary care provider and outside the 60-mile radius from your home for a specialty provider will require prior authorization.
- All meal and lodging reimbursement requests will require prior authorization.
- Meals and lodging are only allowed if distance traveled is 60 plus miles or greater one-way.
- All expenses for a person who is medically required to travel with you will require prior authorization.
- All reimbursement requests to travel to medical/dental providers outside of the State of Minnesota require prior authorization.
- Misuse of the services identified by Freeborn County may require you to obtain prior authorization to any service.

Prior authorization to incur a transportation or ancillary service cost is not required for traveling within the 30/60 mile radius from your home, emergencies, retroactive eligibility, using a common carrier, interpreter services and appeal hearings. Reporting, billing and receipt documentation is still required.

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IF YOU HAVE A MEDICAL EMERGENCY:

CONTACT FREEBORN COUNTY AS SOON AS POSSIBLE AFTER THE EMERGENCY TO MAKE ARRANGEMENTS FOR REIMBURSEMENT OF EXPENSES. If a sudden health care need arises when the agency is closed, you should obtain the needed service and contact FREEBORN County on the first working day after the emergency.

COMPLETING A FREEBORN COUNTY TRIPLOG:

To get paid, you must submit a Freeborn County Triplog. One has been attached to this notice for you.

Here is how to use your voucher:

- Expense logs should be submitted to Freeborn County either via mail or fax within sixty (60) days after your appointment. Use the address or fax number listed at the top of this notice.
- Fill out one line on your expense log for each separate medical or dental appointment itemizing dates of service, number of miles, and costs of meals and/or lodging expenses.
- You can have more than one appointment on the same expense log.
- Have the health care provider you saw sign that line or submit proof of your medical or dental appointment.
- **YOU MUST PROVIDE** receipts for meals, lodging and parking, except for parking meters, with your expense log. Provide mileage and state whether you used your car or another person's was used.
- If you have a friend or family member drive you, that is fine. You will still use the same expense log and we will pay for the miles. (**Note: If you have a volunteer driver transport you, the Volunteer Driver Data Privacy and HIPPA Statement must be signed and dated by the driver and also attached to the voucher form. The license plate number of the vehicle used should also be noted on the expense log.**)
- You can make copies of the voucher attached to use each time you have expenses. Or we can send them to you at your request.

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ANCILLARY REIMBURSEMENT RATES:

A. Meals are paid up to the following amounts below.

Breakfast - \$5.50: Breakfast reimbursement may be claimed only if the recipient is away to a medical appointment from his/her home in a travel status overnight or departs from home to reach the medical appointment before 6:00 a.m.

Lunch - \$6.50: Eligibility for noon meal reimbursement shall be based upon the recipient being at or traveling to a medical appointment over thirty-five (35) miles from his/her home, with the medical appointment extending over 11:00 a.m. to 1:00 p.m.

Dinner - \$8.00: Dinner reimbursement may be claimed only if the recipient is away from his/her home in a travel status overnight or is required to remain in a travel status until after 7:00 p.m.

***Note:** Time taken to "eat the meal" is not part of the "travel time" consideration.

- B. Lodging will be paid at actual cost, if \$70.00 or less per night. Any amount above \$70.00 would have to be prior approved.
- C. Parking fee will be paid at actual cost. The least costly parking option must be utilized. For example, a single entry/exit rate vs. a weekly ramp rate vs. a monthly permit rate, etc., as necessary for the health care appointment or services.

TO GET HELP WITH TRANSPORTATION TO YOUR APPOINTMENT IF YOU CANNOT DRIVE YOURSELF:

If you need help getting to your medical appointment, you may have someone drive you or you can use other non-emergency medical transportation. You may contact our agency or one of our contracted providers below to see if they would be able to assist you with transportation to/from your medical appointment.

SENIOR RESOURCES

To schedule a ride, call "Ride Services" center between the hours of:

8:00 am - 4:00 pm Mon-Fri

SMART BUS

To schedule a ride call:
1-855-762-7821

Availability

6:00 a.m. to 6 p.m. Mon-Fri

9:00 a.m. to 1:00 p.m. Sat-Sun

Rides only in the Albert Lea area

AMV (Assisted Transportation Only)

To schedule a ride call:
(507) 625-6741

8:00 a.m. - 5:00 p.m. Mon-Fri

SERVICE ANIMALS:

Transportation provider will adhere to the requirements of members and ADA laws by asking whether a service animal is required during transportation.

Under the ADA, a service animal is any dog that is individually trained to do work or perform tasks for the benefit of a person with a disability, including a physical, sensory, psychiatric, intellectual, or other mental disability. Other species of animals, whether wild or domestic, trained or untrained, are not service animals for the purpose of this definition. (The ADA provides an exception for miniature horses that have been individually trained to do work or perform tasks for the benefit of the person with a disability.)

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Transportation provider may ask two questions:

- Whether an animal is required because of a disability, and
- What task or work the animal has been trained to perform.

The transportation coordinator cannot require documentation (for example, proof of certification, training or licensure) that the animal is a service animal.

A service animal must be under your control and have a harness, leash, or other tether, unless you are unable to use one because of a disability or such use would interfere with the animal's safe, effective performance of work or tasks. If this is the case, the service animal must be otherwise under the handler's control by way of voice control, signals, or other effective means.

A transportation provider may ask you to remove your service animal from the vehicle if the animal is out of control and you do not take effective action to control it, or if the animal is not trained.

If you have an emotional support, comfort or companion animal that is not also trained to be a service animal, you can request a reasonable accommodation to travel with the animal. As a condition of providing the reasonable accommodation, the transportation provider can require that the animal be leashed or under your control at all times. If you fails to exercise control of the emotional support, comfort or companion animal, the transportation provider can refuse to transport the animal or require that the animal be in a kennel while in transport.

INCLEMENT WEATHER:

In inclement weather, the transportation provider must consider your safety when deciding whether or not to provide transportation services. The transportation provider must notify you if they are not able to complete your transportation due to inclement weather.

YOUR RIGHTS WHEN USING A VOLUNTEER DRIVER OR TRANSPORTATION SERVICE:

- You have the right to quality and respectful transportation services, regardless of your gender, race, social status or sexual preference. Providers should take into account such things as your cultural background, health status or special needs.
- You, or a chosen representative, should be made aware of all the transport options available.
- If you have a legal guardian or advocate appointed to act on your behalf, the provider should acknowledge and respect the rights of your guardian or advocate to the extent stipulated in the guardianship or advocacy arrangements.

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- You have the right to make a complaint about the transportation service received and expect that this complaint will be investigated, appropriately and confidentially. Making a complaint must not place you at any disadvantage for continuing to receive transportation services. Please contact us or your transportation provider if you wish to make a formal complaint for further information.
- The local county and tribal agency transportation coordinators will provide you with information on transportation service standards you can expect. Your transportation services should be provided safely in a manner that respects your dignity and independence and is responsive to your social, cultural and physical needs.
- Access to transportation services should be decided based only on your need and the capacity of the service to meet your need. You have the right to refuse transportation service. Refusing services should not affect your future access to services. Refusing service is not the same as “no-shows” (scheduling services and then not showing up at the scheduled location for a ride).
- You have the right to privacy and confidentiality.
- You have a right to appeal decisions that affect the transportation service provided to you.

**YOUR RESPONSIBILITIES WHEN USING A VOLUNTEER DRIVER OR
TRANSPORTATION SERVICE:**

- You must show consideration and respect and behave in a manner that does not cause undue disruption to the transportation provider.
- You must provide complete and accurate information to the service provider.
- You must keep your appointments or give notice as early as possible if transportation service is no longer required.
- You must use seatbelts and other vehicle safety devices as the transportation provider directs.
- You must respect the rights of other clients and transportation providers.
- You must respect the confidentiality of information about other clients that they may obtain while using transportation services.



For accessible formats of this publication or assistance with additional equal access to human services, write to DHS.info@state.mn.us, call 1.888.315.8815, or use your preferred relay service.
(ADA1 [7-16])

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Last updated: 12/02/2019