



Medicaid Travel

How to use Medicaid travel for Non-emergency health care services

Presented by
The Division of Health Care Services



Medicaid Travel

This presentation will describe how to use your travel benefit under the Medicaid program. If you have specific questions after viewing this presentation, please call the Recipient Helpline at:

1-800-780-9972

The Helpline representative will be able to assist you.



Medicaid Travel

Will Medicaid cover travel when
my Health Care Provider refers me
to another provider?



Medicaid Travel

When you are referred, Medicaid will generally cover transportation if:

1. The referral is for tests or treatment that are covered by Medicaid and not available locally; and
2. The referral is to the nearest place that provides the medical care you need.



Medicaid Travel

Indian Health Services (IHS) Beneficiaries may be transported to the nearest Tribal Health facility.



Medicaid Travel

My Health Care Provider has referred me, now what happens?

The next steps are:

1. Your Health Care Provider calls First Health to get a prior authorization for your travel.
2. Once you have a prior authorization, call the State Travel Office at **1-800-514-7123**.
3. The travel agents will book you on the preferred provider for your region and your trip.



Medicaid Travel

Your travel will be booked on an air carrier who:

1. Has a contract with the State of Alaska to provide Medicaid transportation, and
2. Has a flight that can get you to your appointment on time.



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Remember,

- You will need to travel on the assigned carrier, and
- You will not be able to change to a different carrier.



Medicaid Travel Tips

- Be sure your travel is approved. Medicaid cannot pay for travel that was not properly authorized.
- Prepare to travel only for the length of time needed to complete your appointment. Medicaid cannot cover weekends or extra time that is not related to your medical care.
- Bring personal identification and your Medicaid coupons or Denali KidCare card. You are responsible for giving a coupon or showing your card for all your appointments.
- Bring some money for things that are not covered by Medicaid. Medicaid cannot cover room service, tips, phone calls, pay-per-view movies or other extra services.



Medicaid Travel

That's it!

That's all there is to it!

Let's review:



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1. Your Health Care Provider refers you for medical care that is not available in your home community.
2. Your Health Care Provider calls First Health to get a prior authorization.
3. After you have a prior authorization, call
1-800-514-7123
to book your travel
4. You must travel on the carrier shown on your itinerary.



Medicaid Travel

To get help with travel and other benefits you may be eligible for, the Division of Health Care Services has prepared a Recipient Handbook found on this website.

This presentation is intended as a guideline for using travel benefits under Medicaid. For specific questions about Medicaid, please call the Recipient Helpline 1-800-780-9972 and they will assist you.



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