



**MEDICAL ASSISTANCE PROGRAMS  
INSTRUCTIONS FOR ELIGIBLE PATIENTS NEEDING TRANSPORTATION TO SUBSTANCE USE  
DISORDER TREATMENT SERVICES  
(Medicaid & Denali Kid Care Patients Only)**

**Definitions**

- **ELIGIBLE CLIENTS:** Medicaid and Denali Kid Care patients who are unable to obtain medically necessary substance use disorder (SUD) treatment services in their home community and need assistance to travel to access treatment, transition to continuing care services or return to their home community.
- **PRIORITY CLIENTS:** Pregnant women, injection drug users, women with children, and OCS involved families.
- **REFERRING AGENCY:** The agency that is assisting the client by coordinating treatment and facilitating travel to access residential treatment, transition to continuing care, or return to the home community. This agency becomes the Receiving Agency when coordinating return travel.
- **RECEIVING AGENCY:** The agency that has agreed to admit the client to residential SUD services or aftercare. This agency becomes the Referring Agency when arranging return travel.

**General Instructions**

- All medically necessary non-emergency travel must be approved in advance by a DBH Program Specialist.
- Only one-way travel will be approved
- DBH will only approve travel to Alaska Medicaid SUD providers
- Meals and lodging will not be authorized for the client.
- Only medically necessary escorts will be approved. Refer to Medicaid Billing Manual for expectations and limitations of payment for travel for authorized escorts.
- If an escort is approved, meals or lodging may be authorized for the escort if flight schedules necessitate overnight stays.
- If a child is accompanying a parent needing treatment, other sources of payment must be explored prior to submission of the Request for Substance Use Disorder Supported Travel Assistance for Children that Accompany Parents to Treatment form. Other sources to be explored include: The Office of Children's Services, Tribal Entities, private insurance, family or client.
- Alaska Airlines' Club 49 allows Alaskan residents up to 2 free checked bags per passenger. DBH will not authorize additional funding for baggage. Referring providers should assist clients in signing up for Club 49 at [https://www.alaskaair.com/content/mileage-plan/club-49.aspx?INT=AS\\_C49-HOME1\\_%7c%7cC49%7c%7c](https://www.alaskaair.com/content/mileage-plan/club-49.aspx?INT=AS_C49-HOME1_%7c%7cC49%7c%7c).
- If the client misses their flight, is unable to fly, or fails to attend the SUD treatment appointment, it is the responsibility of the agency that arranged travel to notify the Medicaid Travel Broker.
- The Referring Agency shall notify the client of the scope, approximate length of services and obtain his or her agreement to participate in treatment. Due to Medicaid requirements, the client shall be informed that if he/she fails to complete treatment and/or fails to arrange continuing care services he/she will be responsible for the purchase of their return ticket. Alaska Medicaid will not pay for future admissions to residential treatment for the same diagnosis if the client has previously left treatment against medical advice.
- Non-Medicaid travel funds may be available for Clients who have left treatment against medical advice. These are considered on a case by case basis. For consideration, please submit a Non-Medicaid Travel Assistance Request.

## Prior to Admission

When an eligible patient is in need of medically necessary SUD services that are not available in his or her community, the Referring Agency should contact the **closest appropriate** Medicaid SUD treatment provider to discuss a referral. If the Receiving Agency agrees that treatment is appropriate, (based on information obtained during interview with the client and/or fax or secure email information from the Referring agency) and treatment space is available, the following steps should be taken:

- The Referring agency must obtain a signed and witnessed Medicaid Consent for Release of Confidential Information form from the client and fills out the Medicaid Request for Substance Abuse Disorder Treatment Services Travel Assistance form. (*All forms must be filled out completely and legibly*). The ASAM Third Edition **and** DSM-5 **or** ICD10 criteria *must* indicate that the level of treatment required to meet the client's need is not available in the client's community. An explanation of the treatment plan must be provided.
- After obtaining an entry date from the Receiving Agency, the Referring Agency faxes both documents to the Behavioral Health Specialist in Juneau at 907.465.2185. **Travel requests will not be processed unless accompanied by the Medicaid Consent for Release of Information.**
- After the travel is authorized by the DBH Behavioral Health Specialist, both forms are faxed (by the Juneau Office) to the Medicaid Travel Broker, the Referring agency, and the Receiving Agency. The returned Request for Substance Abuse Travel Form will reflect which Medicaid Travel Broker (Conduent or Tribal Travel Broker) the Referring Agency should contact for prior authorization.
  - If the client is Alaska Native or American Indian and is served by one of the Tribal Medicaid Travel Brokers, DBH will fax the documents to the Tribal Medicaid Travel Broker, (indicated on the Travel Form).
    - The Referring Agency will contact the Tribal Medicaid Travel Broker for authorization. Specific travel requests should be communicated at this time.
    - The Tribal Medicaid Travel Broker staff person authorizing travel will refer the request to the Tribal Travel desk, who books the travel.
    - The Tribal Travel desk will provide the itinerary to the Referring Agency who will in turn, relay the information to the client and Receiving Agency.
  - If the client is not Alaska Native, American Indian or is a member of one of the tribal entities not served by the Tribal Medicaid Travel Brokers, DBH will fax the documents to Conduent (formerly Xerox) for authorization.
    - The Referring Agency will contact Conduent Medicaid Travel Office at 800.514.7123 or 907.644.6800 to obtain a Prior Authorization (PA) number.
    - Conduent will verify that DBH has faxed approval and provide a PA number.
    - Referring Agency will submit the online Alaska Medicaid Travel Request to obtain the itinerary <https://us.travelctm.com/medicaid/> , which is then relayed to the to the client and Receiving Agency.

## Prior to Completion of Treatment

- The Receiving Agency shall notify the original Referring Agency in anticipation of the client's successful completion of treatment to coordinate discharge planning and continuing care.
- The Receiving Agency assumes the role of the Referring agency and follows above instructions for return travel. The Referring Agency confirms the continuing care arrangements and coordinates the client's travel plans with the Receiving Agency.

### Instructions for Release of Confidential Information

- **Print** all of the information legibly;
- Print the names and addresses of the Referring Agency and the Receiving Agency involved in this travel request;
- **List all medical insurance companies** involved in paying for travel.
- The counselor shall review the Release with the client to insure that he or she understands its meaning;
- The client initials the event, enters the date and signs the release;
- The counselor reviews the Release to ensure that it is complete and correctly filled out, signs as a witness, and then faxes the release **with** the travel request to the DBH office (No travel request will be approved without a Release).
- The DBH Consent for the Release of Confidential Information form must be signed, witnessed, and returned with the Medicaid Request for Substance Abuse Disorder Treatment Services Travel Assistance form.