

Ground Mileage Reimbursement Tip Sheet

Section 1

You must call MTM on or before the day of your medical appointment. The number to call is **1-866-269-5927**. You will receive a **trip number** during this call. You will need to **write the number down on this Reimbursement Trip Log**. To be reimbursed, you must submit a Reimbursement Trip Log for all trip requests.

■ Use blue or black ink when filling out the form.	■ No whiteout.
■ No scribbles on the trip log.	■ If a mistake is made start over in a new box.

Section 2

Submit Reimbursement Trip Logs no more than 60 days after the date of the first appointment.

- Email, fax, or mail completed logs to:

→ **Email:** payme@mtm-inc.net

→ **Fax:** 1-888-513-1610

→ **Mail:** MTM · Attention: Trip Logs · 16 Hawk Ridge Dr. · Lake St. Louis, MO 63367

- Make sure the email address is correct. An MTM email response should come back instantly to confirm your request. The email should look like this:

“Hello! We have received your request for reimbursement. Please allow 60 business days for processing.

Did you know that you have the option to stop using paper trip logs? You can now submit your requests for reimbursement using the MTM link Member mobile app! Just submit your claims on your mobile device. This means no more paper trip logs, and you will receive your payments quicker. Requests submitted through the app are processed within five business days.

To download the app and start claiming your trips, visit: <https://www.mtm-inc.net/mtm-link>

Please call 1-888-513-0703 (TTY: 711) if you have questions.

Sincerely, MTM Claims Department”

- Processing should take two weeks with a correct log. If payment is not released by then it’s best to call 1-866-269-5927 and check.
- Keep a copy of the trip log/confirmation documents in case it needs to be resubmitted.

Section 3

Healthcare staff at the facility must sign the Reimbursement Trip Log. This includes nurses, therapists, physician assistants, or nurse practitioners. It does not have to be the doctor.

- The signature can be from any staff at the trip site.
- Make sure the staff signs the sheet in the correct spot.
- Proof of the appointment can also be obtained by requesting a letter from your provider on their letterhead.

Section 4

We suggest you make copies of your blank Reimbursement Trip Log. If you need a new copy of this form, you may download this form at www.memberportal.net, or you may call and request one be mailed to you.

- This form is also available on the Health Plan website: <https://www.homestatehealth.com/members/medicaid/health-management/transportation-services.html>.



Section 5

A one-way trip is from your home to the appointment. A round trip is from your home to the appointment and then back home. For trips with more stops, please enter each trip leg on a separate line, for example:

1st leg - trip from home to first doctor

2nd leg - trip from first doctor to second doctor

3rd leg - trip from second doctor to home

Section 6

Incomplete forms cannot be processed. It is your responsibility to complete this form correctly.

- If you need help filling out the form, contact the Health Plan and we can walk you through it step by step.

Section 7

Keep a copy of your Reimbursement Trip Log for your records.

- This can include taking a picture of the forms with your smartphone.

Section 8

Questions about the reimbursement process? Please call MTM at **1-888-513-0703** or your Health Plan:

Home State Health: 1-855-694-4663, TTY: 711 ■ **Show Me Healthy Kids: 1-877-236-1020, TTY: 711.**

Section 9 – Participant Info

- Name and information for the member, including minors.
- MO Healthnet ID is the member DCN found on your Mo Healthnet and Home State Health or Show Me Healthy Kids ID card.

Section 10 – Payment Info

- This can be whoever you want the payment to go to.
- Other should be checked for a parent/guardian of a minor, indicate you are the parent/guardian.

Section 11 – Trip Lines

- Trip number is obtained when you call in your trip to MTM.
- One way counts as one leg of your trip.
- Round trip counts as your initial trip and your trip back home.
- The signature can be from any staff at the trip site.
- Make sure the staff signs the sheet in the correct spot.
- Confirmation of the appointment can also be obtained by requesting a letter from your provider on their letterhead.

Section 12 – Signature

- Verify that the information on the trip log is true.
- Signature required by
 - Member/Participant
 - Parent/Legal Guardian
 - Representative