

MILEAGE REIMBURSEMENT GUIDELINES

LogistiCare administers our members' transportation benefits. LogistiCare reimburses mileage for non-emergency medical appointments through its Mileage Reimbursement program.

- Mileage reimbursement trips should be scheduled by calling LogistiCare's reservation line at any of the following numbers Monday through Friday, 8:00a.m. -- 5:00p.m. EST.

Sunshine Health Plan	Reservations	Ride Assistance
Medicaid	877-659-8420/TTY: 711	877-659-8421/TTY: 711
Child Welfare	877-659-8420/TTY: 711	877-659-8421/TTY: 711
Long Term Care	877-659-8414/TTY: 711	877-659-8415/TTY: 711

- Mileage reimbursement trips may be scheduled up to 30 days in advance but no later than the day of the appointment. Back dated mileage reimbursement trip requests are not reimbursed.
- When members schedule a reservation, they need to provide the name and mailing address of the person to whom the reimbursement is to be made payable. For example, if a member's sister will be driving them to a medical appointment, the member must provide her sister's mailing address when h/she schedules their reservation with LogistiCare.
- LogistiCare verifies the trip by giving the member an identifying reference number for each trip. This becomes the member's Mileage Reimbursement Trip/Job number. It is referenced as the "LogistiCare Confirmation #" on the reimbursement form. Only trips that include this number on the member's reimbursement form will be processed for reimbursement.
- There are three ways that members can get a reimbursement form:
 - LogistiCare can fax a form to the member.
 - LogistiCare can email a form to the member.
 - LogistiCare can mail a form to the member.
- Members must fill out the entire reimbursement form except for the space for "Physician/Clinical Signature." You will be responsible for completing this portion.
- Members are instructed to take their reimbursement form with them to their medical appointment. Although a member of your staff can complete any portion of the form, it **MUST** be signed by the either the attending physician or clinician, otherwise the member's mileage reimbursement trip request will not be reimbursed.
- Members can put up to seven (7) trips on one form.
- LogistiCare will ONLY accept and process Mileage Reimbursement forms via HARD COPY mailed to:

**LogistiCare Claims Department
Florida Mileage Reimbursement
1640 Phoenix Blvd., Ste. 110
College Park, GA 30349**

- Members' payments will be mailed within 15 days of the LogistiCare Claims Department receiving completed reimbursement forms.
- If you have a Sunshine Health member who has any questions about the Mileage Reimbursement Submission process, please have them call the LogistiCare Claims Department at **1-866-381-4853/TTY:711** Monday through Friday from 8:00a.m. to 4:00p.m.