

Alaska Medicaid Recipient Services

The information in this handout was provided by Alaska Medicaid.

<http://dhss.alaska.gov/dhcs/Documents/PDF/Recipient-Handbook.pdf>

If you have any questions, please refer to the website or call the toll-free Recipient Information Helpline at 1-800-780-9972.

Travel services must be requested by your health care provider. When it is determined that you are eligible, ACS will prior authorize the travel. Once you have a prior authorization, call the State Travel Office at 1-800-514-7123.

Travel Tips:

Traveling to another community for health care can be a stressful time, here are some travel tips to help make the trip more pleasant:

- Be sure that your travel has been approved and properly booked before you go. Medicaid cannot pay for travel, taxi rides or a hotel room 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 days that are not related to your medical care.
- Bring personal identification and bring your Medicaid coupons or Denali Kid Care 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, movie rentals or other extra services. If you order these things, you will need to pay for them.
- Once you arrive in the community where you will receive health care, the taxi vouchers can be used to travel from the airport to your place of lodging, medical appointments, referrals for medical services and back your place of lodging and the airport.
- Taxi vouchers cannot be used for personal travel such as visiting family or friends or for shopping.

Frequently asked questions about Medicaid Travel:

My child needs to travel for medical care. Will Medicaid pay for me also?

Yes. Medicaid will cover one adult to escort a child to a necessary medical appointment.

My child needs to stay in the hospital for a long time. Will Medicaid authorize an extended stay for me, or can I travel back and forth?

Medicaid recognizes that this is a difficult time for families ACS will work with you and your health care provider to determine the most appropriate level of support. Children under the age 18 who are traveling out-of-state for medical services must travel with a legal parent or guardian.

When I'm traveling for health care, will Medicaid pay for taxi rides and hotels?

Yes. ACS will determine and authorize the services that are necessary while you are traveling. You will receive vouchers that cover hotel and appropriate taxi rides.

When I'm traveling for health care, will Medicaid cover my meals?

Yes. ACS will determine the number of meals for you and/or your escort. Medicaid can pay up to \$36 for three consecutive meals if the restaurant where you choose to eat is enrolled in Alaska Medicaid. You may want to plan to stay at a hotel that has a restaurant enrolled with Alaska Medicaid.

My doctor said that I need to stay longer, what do I do?

When your travel plans change for medical reasons or bad weather, your health care provider needs to call ACS as soon as possible. ACS will make the necessary changes to your hotel and airplane prior authorization. After your health care provider has called ACS you will need to call the State Travel Office to update your air tickets.

My child is going to an out-of-state treatment center. Can I travel with my child?

Yes. Medicaid will pay for one parent, legal guardian, or designee to travel with the child to the treatment center and back home. Siblings or other relatives are not covered for travel. Medicaid may also cover limited travel for one parent or legal guardian to travel to the treatment center for therapeutic visits.

My plans changed and I didn't travel. What do I do with the tickets?

Call the State Travel Office. They will make arrangements to cancel the tickets.

Contact Information

Travel Reservations State Travel Office 1-800-514-7123

Medicaid Recipient Information Helpline 1-800-780-9972

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