



THE STATE  
of **ALASKA**  
GOVERNOR MIKE DUNLEAVY

Department of  
Health and Social Services

DIVISION OF HEALTH CARE SERVICES  
Medicaid Operations Unit

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To: Medicaid Providers Arranging Patient Travel  
From: Krystal Nichols, Operations Manager, Division of Health Care Services  
Date: January 14, 2022  
Subject: Care Coordinators No Longer Arranging Patient Travel Effective 2/14/22

Effective February 14, 2022, care coordinators will no longer be approved to request travel services on behalf of an Alaska Medicaid member.

Alaska Medicaid covers transportation and accommodation services when requested by a member's referring or receiving healthcare provider and if approved by prior authorization under Department regulations [7 AAC 105.130(a)(1); 7 AAC 120.405(2); 7 AAC 120.410(d)].

Alaska Medicaid considers the healthcare provider who is actively treating the member and referring the member to another healthcare provider as the referring provider and the health care provider who the member is traveling to for medically necessary services as the receiving provider. Both, the referring and receiving providers, may request travel on behalf of an Alaska Medicaid member.

The responsibilities of the referring provider and the receiving provider are outlined on page 2. This policy does not apply to providers arranging ground transportation for children and pregnant women through the Early Periodic Screening, Diagnosis, and Treatment (EPSDT) program.

If a provider has questions or would like additional information regarding Alaska Medicaid transportation requests, contact Liz LaRue at [liz.larue@alaska.gov](mailto:liz.larue@alaska.gov) and Carrie Silvers at [carrie.silvers@alaska.gov](mailto:carrie.silvers@alaska.gov).

### **Referring Provider Responsibilities:**

The provider referring the Alaska Medicaid member for services requiring travel must be enrolled with Alaska Medicaid, be acting within their scope of practice, and be able to verify:

- The medical necessity of transportation and any applicable escort services
- All other methods of transportation have been exhausted, to include personal resources and resources available at no cost to the member
- Services are being requested to the closest available provider that can meet the member's needs

The referring provider is responsible for arranging travel and distribution of vouchers to the member for initial visits to the receiving provider. Once care has been established with the receiving provider, the receiving provider is responsible for requesting travel services on behalf of the member. If the receiving provider is unable to request travel services, the referring provider may continue to request transportation services on behalf of the member.

### **Receiving Provider Responsibilities:**

The receiving provider is responsible for requesting travel on behalf of the Alaska Medicaid member and distribution of vouchers once care is established. The receiving provider is expected to:

- Schedule appointments in a manner that minimizes the member's time spent away from home
- Limit weekend travel/lodging to only when necessary for the treatment of the member
- Provide needed updates to prior authorizations when travel plans change, or flights are canceled
- Verify medical necessity of transportation for follow-up care needed and any applicable escort services not authorized in the initial visit by the referring provider

### **Resources and Training:**

For more information on how to request travel on behalf of an Alaska Medicaid member, an overview of relevant arranging patient travel policies may be found in the [Arranging Patient Travel Billing Manual](#).

Alaska Medicaid also provides training on arranging member travel, for training schedules and registration information please visit the [Alaska Medicaid Learning Portal](#).