

Travel Tips for Alaska Medicaid Member Escorts

Before you travel:

- Travel for the member and for you as a medical escort must be approved ahead of time. The member's health care provider must request travel authorization through Conduent, the Medicaid fiscal agent.
- Once your travel is approved,
 - to make airline or ferry reservations contact the Medicaid Travel Office at **800.514.7123**, Monday–Saturday, 8:30 a.m. – 5:30 p.m. and Sunday, 12:00 p.m. – 4:00 p.m. (AK prevailing time) or <https://us.travelctm.com/medicaid/>. Do not contact air carriers directly.
 - to make lodging arrangements contact an Alaska Medicaid enrolled hotel or motel. A list of available hotel providers is available through the member helpline or Conduent member services at **907.644.6800**, option 6, or **800.770.5650**, option 2 (toll-free in Alaska). The member and escort are expected to share a room during travel.
- Get all approved travel vouchers for you and the member from the health care provider.
- Make sure you know the member's appointment dates and times at your destination.
- Make sure that you and the member arrive at the airport in time to check in and proceed through security. Except in unavoidable situations, Medicaid will not pay to rebook a missed flight.

At your destination:

- Use taxi vouchers with an Alaska Medicaid enrolled taxi provider to travel from the airport to your place of lodging, medical appointments, back to your place of lodging, and to the airport. Do not use taxi vouchers for personal travel such as visiting family or friends or for shopping.
- Meal vouchers may be used at the in-hotel restaurant only.
- Pay close attention to flight reservations; escorts may be transported home and then back again for the member's return trip depending on trip duration and cost effectiveness.

Cut out and take with you! 

Bring with you:

- All travel vouchers for you and the member from the health care provider
- Money for items not covered by Medicaid (room service, tips, phone calls, movies, etc.)
- Personal identification for you and the member
- The member's Medicaid card or coupon for all appointments

If your travel plans change:

- The member's health care provider must contact Conduent to arrange for a travel extension.
- Update your airline reservations with the Medicaid Travel Office at **800.514.7123**. Do not contact air carriers directly.
- If weather or mechanical issues delay your plans, the air carrier will reschedule your flight. The member's health care provider should call Conduent for approval of additional lodging, meals, or transportation, if required.

Alaska Medicaid Member Helpline: 800.780.9972