

Travel Tips for Alaska Medicaid Member

Before you travel:

- Your health care provider must request travel authorization through Conduent. Once your travel is approved, you will need to know your appointment dates and times at your destination.
- Get all approved travel vouchers from your health care provider.
- Once 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).
- Make sure that you 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.

Cut out and take with you! 

Bring with you:

- All copies of travel vouchers from your health care provider
- Money for items not covered by Medicaid (room service, tips, phone calls, movies, etc.)
- Personal identification
- Medicaid card or coupon for all appointments. You are responsible for giving a coupon or showing your card for all of your appointments.

If your travel plans change:

- Your 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 flight, the air carrier will reschedule your flight. Your health care provider should call Conduent for approval of additional lodging, meals, or transportation, if required.

Alaska Medicaid Member Helpline: 800.780.9972