

Local Transportation for Medicaid Members

Alaska Medicaid may provide coverage for local transportation for a Medicaid member to travel to/from a medical appointment if the transportation **request is made by the referring or receiving medical provider** and if the following criteria are met:

- The patient for whom local transportation is being requested must be **eligible for Medicaid**.

Refer to the patient's Medicaid eligibility coupon, if available, or Eligibility Verification in Section III of your provider manual for other methods for verifying eligibility. Provider billing manuals are available at <http://manuals.medicaidalaska.com>.

- The patient's Medicaid coverage must include **transportation benefits**.

If you are uncertain, a Xerox Service Authorization staff member can verify this information when you call for a prior authorization number (see below).

- The transportation must be for an appointment to receive a Medicaid covered service.
- The appointment must be medically necessary.
- The patient must not have access to public transportation.
- The patient must have no other mode of transportation available to him/her.

Does the patient have a family member or a friend who can take the patient to his/her appointment? How does the patient typically travel to local medical appointments?

Member Questions

If the patient has any questions regarding local transportation, please refer him/her to the Recipient Services Helpline at 907.644.6800, option 6, or 800.770.5650, option 2 (in-state, toll free).



How to Request Authorization for Local Transportation

1. Local transportation authorization requests must be made by a provider. To request authorization call the Xerox Service Authorization Unit at 907.644.6800, option 5, or 800.770.5650, option 1, 2 (in-state toll-free). A Xerox authorization staff member will verify that local transportation eligibility criteria are met.
2. If the member's travel is approved, you will need to complete a tamper-proof Transportation Authorization and Invoice (Form AK-04, also known as a travel voucher) by hand. The Xerox representative assisting you will give you a service authorization number to write on the voucher.
3. Give the voucher to the patient.

