

Local Transportation for Medicaid Recipients

Alaska Medicaid may provide coverage for local transportation for a Medicaid recipient 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 I of your provider manual for other methods for verifying eligibility. Provider billing manuals are available at <http://medicaidalaska.com/providers/Billing.shtml>.

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

If you are uncertain, a Xerox Prior 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?

Recipient 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).

Thank you for the care you provide to Alaska Medicaid recipients.



How to Request Authorization for Local Transportation

- Local transportation authorization requests must be made by a provider. Request authorization online using SmartPA for Travel at travel.medicaidalaska.com. You can also 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.
- If the online application for recipient travel is approved, SmartPA will create a voucher for you to print on a tamper-proof Transportation Authorization and Invoice (Form AK-04, also known as a travel voucher). If you call in, you will need to complete a carbon duplicate voucher by hand. The Xerox representative assisting you will give you a service authorization number to enter on the voucher.
- Give the voucher to the patient.