

## MILEAGE REIMBURSEMENT GUIDELINES

LogistiCare administers your transportation benefit. LogistiCare will reimburse mileage for non-emergency medical appointments through its Mileage Reimbursement program.

- Mileage reimbursement trips should be scheduled by calling LogistiCare’s reservation line Monday through Friday, 8:00a.m. -- 5:00p.m. EST.

Sunshine Health Plan	Reservations	Ride Assistance
Medicaid	877-659-8420/TTY: 711	877-659-8421/ TTY: 711
Child Welfare	877-659-8420 /TTY: 711	877-659-8421/ TTY: 711
Long Term Care	877-659-8414/ TTY: 711	877-659-8415/ TTY: 711

- Mileage reimbursement trips may be scheduled up to 30 days in advance but no later than the day of the appointment. Back dated mileage reimbursement trip requests will not be reimbursed.
- When you schedule a reservation, you need to provide the name and mailing address of the person to whom the reimbursement is to be made payable. For example, if your sister will be driving you to a medical appointment, you will provide her mailing address when you schedule your reservation with LogistiCare.
- LogistiCare verifies the trip by giving you an identifying reference number for each trip. This becomes your Mileage Reimbursement Trip/Job number. It is referenced as the “LogistiCare Confirmation #” on the reimbursement form. Do not misplace this number as you will only be reimbursed for trips that include this number on your reimbursement form.
- There are four ways that you can get a reimbursement form:
  - LogistiCare can fax a form to you.
  - LogistiCare can email a form to you.
  - LogistiCare can mail a form to you.
- You must fill out the entire reimbursement form except for the space for “Physician/Clinical Signature.”
- Take the reimbursement form with you to your medical appointment. Although a member of your physician’s staff can complete any portion of the form, it ***MUST*** be signed by the attending physician or clinician, otherwise your mileage reimbursement trip request will not be reimbursed.
- You can put up to seven (7) trips on one form.
- Please note that there can only be one (1) driver on a form. You must complete and send a separate form for each person driving you to your medical appointments.

- LogistiCare will ONLY accept and process Mileage Reimbursement forms via HARD COPY mailed to:

**LogistiCare Claims Department  
Florida Mileage Reimbursement  
1640 Phoenix Blvd., Ste. 110  
College Park, GA 30349**

- Your payment will be mailed within 15 days of the LogistiCare Claims Department receiving your completed reimbursement form.
- If you have any questions, please call the LogistiCare Claims Department at **1-866-381-4853/TTY:711**. If a claims representative is unable to answer your call, please leave a detailed voice message. Messages will be returned within one (1) business day. Leave the best phone number to reach you in your voice message.