

## Individual Transportation Participant (ITP) Guidelines

Thank you for your interest in the Individual Transportation Participant (ITP) Reimbursement Program. An ITP can be reimbursed for driving you to your health care appointments. The following is information about the ITP program:

- An ITP could be either of the following:
  - ITP (Self): A Medicaid member who transports him/herself to a healthcare appointment using a personal vehicle OR an individual who transports a family member who is a Medicaid client using a personal vehicle.
  - ITP (Other): An individual who transports non-related Medicaid clients to a healthcare appointment using a personal vehicle; these individuals must undergo a Criminal History check.
- To be reimbursed for a trip, the member must call and request the trip at least 2 business days before the member's health care appointment. Urgent appointments – for chemotherapy, dialysis, surgery, etc. – can be booked at any time. To request a trip, call Veyo at (888) 401-0170, Monday – Friday, 8 a.m. to 5 p.m.
- The driver must first enroll in the ITP program and submit copies of their driver's license, current vehicle insurance, vehicle inspection, and vehicle registration upon enrollment. To register as a driver, please submit the ITP Registration Form at [www.TCHPtransport.com](http://www.TCHPtransport.com) or please call Veyo at (888) 401-0170 and a form can be mailed to you.
- Each trip must be recorded on an ITP Trip Submission Form. The medical provider must sign the ITP Trip Submission Form at the time of the appointment. Trips without a signature will not be paid. Each trip will be confirmed with the medical provider before the driver is paid.
- You will get one mileage reimbursement payment for each round trip even if you are driving more than one member.
- The mileage reimbursement rate for all trips is \$0.58 cents per mile. Veyo will use Google Maps to determine the length of the trip. The amount of mileage reimbursement is based on the length of the trip. You will be paid per mile. The rate of payment per mile is based on the current mileage rate for state employees and is set by the State of Texas.
- All payments to drivers will be reported by Veyo to the Internal Revenue Service (IRS).

- The ITP Trip Submission Form can be found at [www.TCHPtransport.com](http://www.TCHPtransport.com) or please call Veyo at (888) 401-0170 and a form can be mailed to you. The ITP Trip Submission Form needs to be filled out and received by Veyo within 30 days of your trip. Don't forget to attach parking and toll receipts. Completed forms can be:
  - Emailed to [mrb@veyo.com](mailto:mrb@veyo.com)
  - Faxed to 1-855-667-2557
  - Mailed to Veyo, Attn: Mileage Reimbursement, 10010 N 25th Ave. Ste 400, Phoenix, AZ 85021
- You must maintain a current and valid driver's license, auto insurance, vehicle inspection, and vehicle registration to remain enrolled in the program.
- Approved trips will be paid out within 2-6 weeks for electronic and physical payments by check. Physical checks are mailed out on the last day of each month.
- Veyo is committed to detecting and preventing fraud, waste, and abuse. Veyo has an active compliance program that identifies, monitors, and manages fraud, waste, and abuse through its policies and procedures, and enforcement of federal and state laws. All Texas Children's Health Plan members must follow Veyo's compliance policies in accordance with federal and state laws, including but not limited to the Federal False Claims Act, 31 U.S.C. §§ 3729. Members who provide false information or intentionally fail to disclose information may be subject to criminal and/or civil prosecution or penalties, or both.
- If you have questions about the ITP Reimbursement Program, call Veyo at (888) 401-0170, Monday – Friday, 8 a.m. to 5 p.m.