

# TCHP Mileage Reimbursement Website Copy

## MAIN PAGE

Texas Children’s Health Plan has partnered with Veyo to provide our members with another way to get to and from medical appointments – with the help of a friend or family member. Veyo provides compensation to drivers who give Texas Children’s Health Plan members a ride to their eligible healthcare appointments. Members can also receive compensation when driving themselves to an appointment. This is called a “mileage reimbursement.”

Trips are paid at \$0.58 per mile. The total amount paid is calculated based on the most direct route from the member’s pickup location to the healthcare facility and back. The route is planned using Veyo’s mapping software. Payments to drivers will be sent electronically, unless the driver specifies otherwise.

### **How does Mileage Reimbursement work?**

#### 1. Register Driver

The driver must register with Texas Children’s Health Plan/Veyo. You must submit a driver registration form before asking for reimbursement.

[LINK]

#### 2. Book Transportation

To be reimbursed for a trip, transportation needs to be scheduled with Veyo at least two business days before the member’s appointment. Please call Veyo at (888) 401-0170, Monday through Friday, from 8 a.m. to 5 p.m. to schedule a trip.

#### 3. Take the Form with You to Your Appointment

Print out and take the Mileage Reimbursement Form with you to your appointment. The form can be accessed using the link below. Ask your provider to date and sign/stamp the form.

[LINK]

#### 4. Request Reimbursement

Fill out and return the Mileage Reimbursement Form to Veyo. This must be done within 30 days of the first medical appointment listed on the form. Don’t forget to attach all parking and toll receipts. Forms that are missing information will be denied.

## Frequently Asked Questions

### Who can receive mileage reimbursement?

Texas Children's Health Plan members or friends/family of a member who drive the member to a Medicaid-covered appointment may be able to get mileage reimbursement.

To qualify:

- The driver must have a valid driver's license.
- The driver must be listed on the vehicle's insurance.
- The driver must follow all public laws, ordinances, and regulations that apply to drivers and the vehicle being used.
- The Texas Children's Health Plan member must be in the vehicle for the trip.

### Can members get reimbursement for driving themselves to appointments?

Yes, as long as either the driver or passenger is a member of an eligible Texas Children's Health Plan plan at the time of the appointment and is going to a Medicaid-covered appointment.

### What are the requirements for a trip to be reimbursed?

- Transportation for the member needs to be scheduled at least two business days before the Member's healthcare appointment. This will help ensure the driver is eligible. Call Veyo at (888) 401-0170 to book an appointment.
- The driver must fill out the Driver Registration form [LINK] before the trip.
- The member must be enrolled with Texas Children's Health Plan on the date of the trip.
- Only one fee per trip will be paid, regardless of the number of members transported.
- If a member gets a prescription from the healthcare provider, they should stop and pick it up on the way home from their appointment. This will be counted as one trip.
- A healthcare provider must verify that the member attended the scheduled appointment. The healthcare provider must date, sign, and print/stamp their name on the Mileage Reimbursement Form.
- The Mileage Reimbursement Form must be fully completed and all parking and toll receipts attached. The reimbursement form can be found here [LINK]. Forms that are missing information will be denied.

### How do I sign up a driver?

To sign up a driver, the following information must be submitted using the Driver Registration Form [LINK]:

- The driver's contact information, including email and phone
- A valid driver's license
- A copy of the vehicle's insurance
- The driver's bank information for payment

If the driver has a smartphone, the camera can be used to upload the driver's license and vehicle documents.

**Does the driver need to own their vehicle?**

No, the driver does not need to own the vehicle. But the driver does need to provide valid vehicle insurance.

**What do I do if the driver's information changes?**

Please re-submit the Driver Registration Form [LINK] to update a driver's:

- Contact information
- Driver's license
- Vehicle insurance
- Banking information

The new information will be automatically updated on the driver's profile.

**Do I need my healthcare provider to sign the Mileage Reimbursement form?**

Yes, each date of service must have a healthcare provider signature in order for reimbursement to be approved. Each trip will be confirmed with the provider's office before payments will be made.

**When should the forms be submitted?**

- The Driver Registration Form [LINK] can be sent in any time before the member books his or her trip. Trips need to be booked two business days before the member's appointment.
- The Mileage Reimbursement Form [LINK] needs to be filled out and returned to Veyo. This must be done within 30 days of the first medical appointment listed. Up to one week's worth of trips can be included on each form. Don't forget to attach all parking and toll receipts.

**How do I submit the forms?**

The completed Driver Registration Form or Mileage Reimbursement Forms can be sent via email, fax, or mail. If you do not have access to the internet, please call Veyo at (888) 401-0170 and a form can be mailed to you. Don't forget to include copies of any required documents (driver's license, vehicle insurance, parking receipts, etc.). Forms can be submitted by:

- Email to: [mrb@veyo.com](mailto:mrb@veyo.com)
- Fax to: 1-855-667-2557
- Mail to: Veyo, Attn: Mileage Reimbursement, 10010 N 25th Ave Ste 400, Phoenix, AZ 85021

**When will the reimbursement payment be sent out?**

Approved trips will be paid out within these time frames:

- Electronic payments: 1-2 weeks.
- Payments via paper check: 4-6 weeks. Paper checks are mailed out on the last day of each month.

**What if I am unable to pay for my trip?**

If you are unable to pay for your trip out of pocket and receive reimbursement after the trip, you may be eligible for our advanced funds program. Read more about that program here. [LINK]

## DRIVER REGISTRATION PAGE

Texas Children's Health Plan members or friends/family of a member who use their own vehicle to drive a member to a Medicaid-covered appointment, may be eligible for mileage reimbursement. The mileage reimbursement rate in Texas is \$0.58 per mile.

Complete the form below to register as a driver. You must submit a driver registration form before asking for reimbursement. To register as a driver, you will need:

- Driver contact information (full name, mailing address, email, phone number)
- Driver's license
- Vehicle insurance
- Banking information

If you have trouble viewing the form, please make sure that you are using the latest version of the Google Chrome browser. If you are still having issues, please download a printable version of the form. You may do this by visiting the Print Forms [LINK] page.

To view our full Mileage Reimbursement Guidelines, please download the guide from our Print Forms [LINK] page.

Click the button below to download a free PDF reader if you do not have a PDF reader on your computer.

[LINK]

## MILEAGE REIMBURSEMENT DRIVER AGREEMENT [standard language across MRB sites]

I understand that I am voluntarily providing transportation to assist a healthcare plan member.

I assume all responsibility for any and all risk of accident, automotive damage, or bodily injury that I or the passengers may sustain while providing this service.

I further understand that if the member, or any accompanying person, is under the age of 18 it is my responsibility to know and comply with State law regarding child seats, booster seats, seat belts, and/or requirements to have these minors sit in the rear seat.



Further, I, for myself and my heirs, executors, administrators and assigns, hereby release, waive and discharge the healthcare plan and Veyo, LLC, its officers, directors, employees, and agents of and from any and all claims which I or my heirs, administrators and assigns ever may have against any of the above for, on account of, by reason of or arising in connection with providing this service, and hereby waive all such claims, demands and causes of action.

I understand that my only payment for these services will be mileage reimbursement, and that I will receive payment after submitting a complete and approved claim.

Driver Agreement

I certify that I have read and agreed to the above terms and conditions