

# MNPRAIRIE

## HEALTH CARE

### ACCESS

## INFORMATION

### 2020 - 2021

#### **This is important information!!**

Access services are available to Minnesota Health Care Program Recipients that enable you to access a covered medical services. This includes non-emergency medical transportation, ambulance transportation, related ancillary services and interpreter services.

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*Last updated: 02/03/2020*

**NOTICE OF ACCESS SERVICE AVAILABILITY TO ELIGIBLE  
MINNESOTA HEALTH CARE PROGRAM RECIPIENTS  
2020 - 2021**

Minnesota Prairie County Alliance  
22 East 6<sup>th</sup> Street, Dept. 401  
Mantorville, MN 55955  
Phone: (507) 923-2900  
**Toll Free: 1-888-850-9419**  
FAX: (507) 635-6186  
Email: OSSdl@mnprairie.org

**PLEASE READ THIS INFORMATION SHEET CAREFULLY**

The Minnesota Prairie County Alliance Health Care Access Plan will pay for the most cost effective form of transportation to get you to a primary care provider within 30 miles of your home and a specialty care provider within 60 miles of your home. Transport beyond those respective distances will require a referral based on medical necessity or health plan referral and approval from Minnesota Prairie County Alliance. **If you have your own vehicle and can drive, you must use it whenever possible.**

You may also get reimbursed for your expenses for attending an appeal hearing if you need an interpreter (spoken or sign language).

- If you drive your car, you will be paid at a rate of .22 cents per mile.
- If a volunteer driver such as a family member, neighbor, etc., provides the transportation, the volunteer driver will be paid .22 cents per loaded (recipient in the vehicle) mile. .
- If you live in a qualifying rural area, you or your driver may receive a higher reimbursement in some circumstances.
- Bus, light rail or other similar commercial carrier rider fares will be reimbursed at the rate charged. You **DO NOT** need prior authorization from Minnesota Prairie County Alliance in order to receive reimbursement for these transportation costs and ancillary service costs.
- If your doctor says that you must have medical care which you cannot get within 30 miles from your residence for primary care or 60 miles from your residence for specialty care, you may get paid for gas, meals, lodging and parking to help you get this care with appropriate documentation from your doctor. **IF YOU CHOOSE** to get medical care from a provider that is not within the 30-mile radius (for a primary care provider) or a 60-mile radius (for a specialty care provider) from your home, you may have to pay for your own costs. This includes emergencies when you can get the services needed at a closer location.

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- You may also be eligible for reimbursement of transportation and related expenses during some of the months you were found to be eligible before the date you applied.
- If it is medically necessary for another person(s) to go with you to get your medical care, per your written treatment plan, they may be also be eligible for reimbursement for the costs of meals, transportation and lodging at the same rate we would reimburse you.
- If you appeal a decision on your MA or Minnesota Care case, you are eligible for transportation, related expenses and if necessary, child care costs while you are attending the appeal hearing.
- If you are requesting a minor child be transported without an adult, you must contact us and complete a Minor Parent Authorization form.

### **IMPORTANT REMINDER REGARDING PRIOR AUTHORIZATION**

You **must** get prior authorization to incur costs **before** you get certain non-emergency medical transportation or related ancillary services. Authorization may be in writing, by telephone or online. You may contact us Monday through Friday 8:00 a.m. to 4:30 p.m. by mail, phone, fax, or email using the information above, to get prior approval before you request reimbursement for the circumstances listed below. Twenty-four (24) hour advance notice is required.

The following will require prior authorization from Minnesota Prairie County Alliance in order for payment to be made:

- Traveling to a provider outside of the 30-mile radius from your home for a primary care provider and outside the 60-mile radius from your home for a specialty provider will require prior authorization.
- All meal and lodging reimbursement requests will require prior authorization.
- All expenses for a person who is medically required to travel with you will require prior authorization.
- All reimbursement requests to travel to medical/dental providers outside of the State of Minnesota require prior authorization.
- Misuse of the services identified by Minnesota Prairie County Alliance may require you to obtain prior authorization to any service.

Prior authorization to incur a transportation or ancillary service cost is not required for traveling within the 30/60 mile radius from your home, emergencies, retroactive eligibility, using a common carrier, interpreter services and appeal hearings. Reporting, billing and receipt documentation is still required.

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## **IF YOU HAVE A MEDICAL EMERGENCY:**

CONTACT MINNESOTA PRAIRIE COUNTY ALLIANCE AS SOON AS POSSIBLE AFTER THE EMERGENCY TO MAKE ARRANGEMENTS FOR REIMBURSEMENT OF EXPENSES. If a sudden health care need arises when the agency is closed, you should obtain the needed service and contact Minnesota Prairie County Alliance on the first working day after the emergency.

## **COMPLETING A MINNESOTA PRAIRIE COUNTY ALLIANCE EXPENSE LOG:**

To get paid, you must submit a Minnesota Prairie County Alliance Expense Log. One has been attached to this notice for you.

Here is how to use your expense log:

- Expense logs should be submitted to Minnesota Prairie County Alliance either via mail or fax within sixty (60) days after your appointment. Use the address or fax number listed at the top of this notice.
- Fill out one line on your expense log for each separate medical or dental appointment itemizing dates of service, number of miles, and costs of meals and/or lodging expenses.
- You can have more than one appointment on the same expense log.
- Have the health care provider you saw sign that line or submit proof of your medical or dental appointment.
- **YOU MUST PROVIDE** receipts for meals, lodging and parking, except for parking meters, with your expense log. Provide mileage and state whether you used your car or another person's was used.
- If you have a friend or family member drive you that is fine. You will still use the same expense log and we will pay for the miles.
- If amount claimed is less than \$10.00 the claim will be held until future claims are received and the total of claims exceeds \$10.00.
- You can make copies of the expense log document attached to use each time you have expenses. You may also get a copy at the Minnesota Prairie County Alliance website at [www.mnprairie.org](http://www.mnprairie.org) or by calling us at 507-923-2900.

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## **ANCILLARY REIMBURSEMENT RATES:**

- A.** Meals are paid up to the following amounts below. **Must travel one way 60 miles from the recipient's residence.**

**Breakfast - \$5.50:** Breakfast reimbursement may be claimed only if the recipient is away to a medical appointment from his/her home in a travel status overnight or departs from home to reach the medical appointment before 6:00 a.m.

**Lunch - \$6.50:** Eligibility for noon meal reimbursement shall be based upon the recipient traveling to a medical appointment, with the medical appointment extending over 11:00 a.m. to 1:00 p.m.

**Dinner - \$8.00:** Dinner reimbursement may be claimed only if the recipient is away from his/her home in a travel status overnight or is required to remain in a travel status until after 7:00 p.m.

**\*Note:** Time taken to "eat the meal" is not part of the "travel time" consideration.

- B.** Lodging will be paid at actual cost, if \$70.00 or less per night. Lodging costs may be paid over \$70.00 per night **with prior authorization. Must travel to a location a minimum of 100 miles one way from the recipient's residence.**
- C.** Parking fee will be paid at actual cost. The least costly parking option must be utilized. For example, a single entry/exit rate vs. a weekly ramp rate vs. a monthly permit rate, etc., as necessary for the health care appointment or services.

**TO GET HELP WITH TRANSPORTATION TO YOUR APPOINTMENT IF YOU CANNOT DRIVE YOURSELF:**

If you need help getting to your medical appointment, you may have someone drive you or you can use other non-emergency medical transportation. You may contact our agency or one of our contracted providers below to see if they would be able to assist you with transportation to/from your medical appointment.

**Semcac Transportation/ Volunteer Driver Program/ Rolling Hills Transit**

48-hour advance notice is preferred for all rides

To schedule a ride call: **800-528-7622**

Monday-Friday: 8:00 a.m. to 4:30 p.m.

TTY/TDD service: 800-627-3529

**Cedar Valley Services Inc/ SMART Bus**

To schedule a ride call:

**855-762-7821**

TTY service: 507-444-2353

**Royal Transportation Owatonna Inc**

To schedule a ride call:

**507-214-2781**

**AmeriCare Mobility Van**

To schedule a ride call:

**800-963-7233**

**A&A Care Transportation**

To schedule a ride call:

**612-205-9412**

**Quality Transportation Company**

To schedule a ride call:

**507-573-1427**

**Handi Van of Rochester,LLC (Assisted Transportation Only)**

To schedule a ride call:

**844-268-4539**

Monday-Friday: 6:00 a.m. to 6:00 p.m.

**DPS Transport, LLC/Safety Center Inc (Assisted Transportation Only)**

To schedule a ride call:

**952-884-4882**

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## **SERVICE ANIMALS:**

Transportation provider will adhere to the requirements of members and ADA laws by asking whether a service animal is required during transportation.

Under the ADA, a service animal is any dog that is individually trained to do work or perform tasks for the benefit of a person with a disability, including a physical, sensory, psychiatric, intellectual, or other mental disability. Other species of animals, whether wild or domestic, trained or untrained, are not service animals for the purpose of this definition. (The ADA provides an exception for miniature horses that have been individually trained to do work or perform tasks for the benefit of the person with a disability.)

Transportation provider may ask two questions:

- Whether an animal is required because of a disability, and
- What task or work the animal has been trained to perform.

The transportation coordinator cannot require documentation (for example, proof of certification, training or licensure) that the animal is a service animal.

A service animal must be under your control and have a harness, leash, or other tether, unless you are unable to use one because of a disability or such use would interfere with the animal's safe, effective performance of work or tasks. If this is the case, the service animal must be otherwise under the handler's control by way of voice control, signals, or other effective means.

A transportation provider may ask you to remove your service animal from the vehicle if the animal is out of control and you do not take effective action to control it, or if the animal is not trained.

If you have an emotional support, comfort or companion animal that is not also trained to be a service animal, you can request a reasonable accommodation to travel with the animal. As a condition of providing the reasonable accommodation, the transportation provider can require that the animal be leashed or under your control at all times. If you fails to exercise control of the emotional support, comfort or companion animal, the transportation provider can refuse to transport the animal or require that the animal be in a kennel while in transport.

## **INCLEMENT WEATHER:**

In inclement weather, the transportation provider must consider your safety when deciding whether or not to provide transportation services. The transportation provider

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must notify you if they are not able to complete your transportation due to inclement weather.

### **RIGHTS WHEN USING A VOLUNTEER DRIVER OR TRANSPORTATION SERVICE:**

- You have the right to quality and respectful transportation services, regardless of your gender, race, social status or sexual preference. Providers should take into account such things as your cultural background, health status or special needs.
- You, or your chosen representative, should be made aware of all the transport options available.
- If you have a legal guardian or advocate appointed to act on your behalf, the provider should acknowledge and respect the rights of your guardian or advocate to the extent stipulated in the guardianship or advocacy arrangements.
- You have the right to make a complaint about the transportation service received and expect that this complaint will be investigated, appropriately and confidentially. Making a complaint must not place you at any disadvantage for continuing to receive transportation services. Please contact us or your transportation provider if you wish to make a formal complaint for further information.
- The local county and tribal agency transportation coordinators will provide you with information on transportation service standards you can expect. Your transportation services should be provided safely in a manner that respects your dignity and independence and is responsive to your social, cultural and physical needs.
- Access to transportation services should be decided based only on your need and the capacity of the service to meet your need. You have the right to refuse transportation service. Refusing services should not affect your future access to services. Refusing service is not the same as “no-shows” (scheduling services and then not showing up at the scheduled location for a ride).
- You have the right to privacy and confidentiality.
- You have a right to appeal decisions that affect the transportation service provided to you.

### **RESPONSIBILITIES WHEN USING A VOLUNTEER DRIVER OR TRANSPORTATION SERVICE:**

- You must show consideration and respect and behave in a manner that does not cause undue disruption to the transportation provider.
- You must provide complete and accurate information to the service provider.
- You must keep your appointments or give notice as early as possible if transportation service is no longer required.
- You must use seatbelts and other vehicle safety devices as the transportation provider directs.
- You must respect the rights of other clients and transportation providers.
- You must respect the confidentiality of information about other clients that they may obtain while using transportation services.

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# Minnesota Prairie County Alliance 1-888-850-9419

Attention. If you need free help interpreting this document, call the above number.

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أعلاه الرقم على اتصل الوثيقة، هذه لترجمة مجانية مساعدة أردت إذا ملاحظة:

သတိ။ ဤစာရိက္ခာစာတမ်းအားအခမဲ့ဘာသာပြန်ပေးချခင်း အကူအညီလိုအပ်ပါက၊

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請注意 · 如果您需要免費協助傳譯這份文件 · 請撥打上面的電話號碼。

Attention. Si vous avez besoin d' une aide gratuite pour interpréter le présent document, veuillez appeler au numéro ci-dessus.

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알려드립니다. 이 문서에 대한 이해를 돕기 위해 무료로 제공되는 도움을 받으시려면 위의 전화번호로 연락하십시오.

ໂປຣດຊາບ. ຖ້າຫາກ ທ່ານຕ້ອງການການຊ່ວຍເຫຼືອໃນການເປັນເອກະສານພິມ, ຈົ່ງໂທສູນໂທຫຼືຍາມເລກຂ້າງເທິງນີ້.

Hubachiisa. Dokumentiin kun tola akka siif hiikamu gargaarsa hoo feete, lakkoobsa gubbatti kenname bilbili.

Внимание: если вам нужна бесплатная помощь в устном переводе данного документа, позвоните по указанному выше телефону.

Digni in. Haddi aad u baahantahay caawimaad lacag-la' aan ah ee tarjumaadda qoraalkan, lambarka kore wac.

Atención. Si desea recibir asistencia gratuita para interpretar este documento, llame al número indicado arriba.

Chú ý. Nếu quý vị cần được giúp đỡ dịch tài liệu này miễn phí, xin gọi số bên trên.

LB2 (8-16)



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(ADA1 [7-16])

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