

The Public Transportation Reimbursement Process



An *It Takes Two* Guide for Patients and Providers



Medical  Legal Partnership | Boston
RAISING THE BAR FOR HEALTH

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Designed by **Artists for Humanity**

Information contained in this document is for educational purposes only and does not constitute legal advice or establish an attorney-client relationship. If patients or caregivers have specific questions, they should contact a lawyer or advocate.

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Patient:
Okay, this makes sense. Do you have that letter ready for me so I can include it in the claim?



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Provider:
Let me talk to my team about when we can get the letter to you.



Provider:
One more thing: you should get a response in the mail from MassHealth within 30 days, and it is possible they will deny your application. If that happens, please let me know.



You can appeal a denial! The instructions will be included in the letter from MassHealth. Pay close attention to the deadline!

Patient:
What if I have trouble with this process and you cannot help?



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Provider:
Here is contact information for MassHealth Customer Service and two programs that can tell you about advocacy resources in your community:



SUGGESTED RESOURCES

MassHealth Customer Service
www.tinyurl.com/MAhealthcustomerservice
(800) 841-2900
TTY: (800) 497-4648

Disability Law Center
www.dlc-ma.org
Boston: (617) 723-8455
Northampton: (413) 584-6337

Legal Advocacy and Resource Center, Inc.
www.larcma.org
(617) 603-1700



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Patient:
I cannot keep up with these appointments – I do not have a car, cannot afford a taxi, and even the train is too expensive.

Provider:
I am sorry to hear this. Are you enrolled in MassHealth?



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Patient:
Yes.

Provider:
You may be eligible for MassHealth to cover transportation costs to and from healthcare appointments.

This is how it works:

MassHealth might pay for your transportation to and from a healthcare appointment if:

1. You have MassHealth Standard or CommonHealth insurance;
2. The appointment is with a healthcare provider who participates in MassHealth Standard or CommonHealth insurance; and
3. Your appointment is for a treatment or service that is covered by MassHealth Standard or CommonHealth insurance

What kinds of transportation might be paid for?

- Costs of public transportation used to get to and from healthcare appointments (includes bus, subway, trolley, commuter rail), or
- If you cannot use public transportation, there are other services like Dial-a-Ride that will pick you up where you live, take you to your appointment, and then drive you home



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Patient:
So will you give me the money to cover my bus ride home today?

Provider:
No, the money is not available up front – it is a reimbursement process with MassHealth.

This is how it works:

MassHealth will reimburse you if you can show that:

1. You have to travel more than $\frac{3}{4}$ of a mile to see your healthcare provider; and
2. You have paid more than \$5.00 for a visit to that healthcare provider

Patient:

Okay – both of those things are true. How do I get the costs reimbursed?



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Provider:

We have to work together on a “claim.” A claim is an application to have costs covered by MassHealth.

This is how it works:

The Public Transportation Reimbursement Process, Step-by-Step:

1. You must submit your reimbursement request to MassHealth **in writing and within 90 days** of the appointment date(s).
2. The request should include:
 - a. All **receipts** from your public transportation costs related to the visit(s); and
 - b. A **letter from your healthcare provider** documenting that your travel costs were related to MassHealth-covered services. The provider letter should be on the healthcare facility’s letterhead, signed by the provider, and include:
 - Your name
 - Your address
 - Your Social Security number
 - The date and time of your healthcare appointment(s)
 - The type of treatment you received at the appointment(s)
3. The reimbursement request (and the letter from the healthcare provider) can cover more than one visit with that same provider.
4. You can submit the application to MassHealth by:
 - a. Fax: 617-988-2925, or
 - b. Mail: MassHealth Transportation Authorization Unit
P.O. Box 45
Boston, MA 02112-0045
5. **Keep a copy** of all the claim documents you submit to MassHealth, in case MassHealth says it never received them.