



Dear Member,

As an Anthem member, you get rides to your health care appointments at no cost. If you or someone chooses to drive, you can get reimbursed for trips approved by Anthem.

Follow these steps to get reimbursed:

1. Call LogistiCare at 1-844-772-6632 (TTY 1-866-288-3133) at least **two business days (or 48 hours)** before your appointment.
2. Give the date and time of your scheduled visit. State your name and mailing address.
3. Once your trip has been approved, you'll be given a "**Trip number.**" Add this to your driver's log.
4. Ask your doctor or clinician to sign the log. This confirms your attendance.
5. Sign the form and mail or fax it to us at:

LogistiCare Claims Department
Anthem Mileage Reimbursement
798 Park Ave. NW
Norton, VA 24273
Fax: 1-866-528-0462

Checks will be mailed on the dates listed on your payment schedule. Please allow up to 10 business days from that date to receive payment.

Trip requests over 50 miles require preapproval from your health plan. It will be placed on hold until we get an OK.

Your request will be denied if you:

- Call less than two (2) days before your appointment.
- Don't receive preapproval from your plan.
- Fail to complete the form.

Tips to remember:

- A. Submit your trip logs right away. They won't be valid 60 days after your appointment.
- B. Submit one form per member or driver. This helps ensure forms are processed correctly.
- C. You will be reimbursed for the shortest distance between your destinations. We use the "shortest distance" option on Mapquest.com to calculate trip mileage.
- D. Multiple members traveling on the same day from the same home to the same destination will be reimbursed for one (1) trip.

E. Mileage reimbursement rate is .36 per loaded mile. We provide a single payment for multiple members being driven from the same pickup location and destination.

Questions? Call LogistiCare at 1-844-772-6632.

www.anthem.com/inmedicaid

**Serving Hoosier Healthwise, Healthy Indiana Plan
and Hoosier Care Connect**

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Call for free translation/Llame para una traducción sin costo: 1-866-408-6131 (Hoosier Healthwise, Healthy Indiana Plan); 1-844-284-1797 (Hoosier Care Connect); TTY 711.