



## Mileage Reimbursement Procedure

In order to receive mileage reimbursement you must:

1. Call the Reservation Line at least 48 hours in advance to schedule your Medicaid trip(s). The Reservation Line number is **866-412-3778**. This does not apply to standing orders. Standing order mileage requests are to be submitted by the treating facility. Facilities will submit member's standing order paperwork notated with a request for mileage along with the drivers SSN.
2. When calling the reservation line please have all of the information needed to reserve your trip(s). The following information is required:
  - a. Your Medicaid number
  - b. The complete address and phone number of the facility or doctor's office you are attending.
  - c. Drivers Social Security number and address if different from the member. If a family member or friend is transporting you to your appointment(s), you must have their full name, SSN, address, and phone number when you call to reserve your trip. This ensures that the reimbursement check is mailed to the driver.
3. You will be given a number for each individual trip you have scheduled. This serves as confirmation your trip has been entered into the system. A mileage reimbursement voucher form will then be mailed to the member.
4. Document each trip number and the date of service on the voucher form.
5. Fill in all requested information **except** the Medical Provider Signature area.
6. Take the voucher form with you to each appointment.
7. You must have a staff member at the treating facility sign your voucher form the day of the appointment.
8. Please mail or fax the completed form to:

Mileage Reimbursement  
503 Oak Place Suite  
Suite 550  
Atlanta GA 30349