

Dear Healthy Connections Member,

We enclosed a blank reimbursement form with this letter. Feel free to make copies of the blank form for any future trips. You can also contact the LogistiCare Reservation Line to request blank copies of the form.

**Your doctor or counselor must sign the form as proof that you were at your appointment.** You will not receive payment for your trip unless your form is complete. The rate is \$0.32 per mile. The distance will be the number of miles from your home to your medical appointment. It will be given to you during your reservation phone call. Here's how it works:

1. Call the Reservation Line to schedule your trip before your appointment date. When you call to schedule your trip you will receive a job number. This job number is required on the form. **Write down the job number and date of your trip on the form as soon as you get it from LogistiCare!** Forgetting to add this is a common mistake. This will cause your reimbursement to be denied. Be sure to add it to your form before you forget!
2. You must fill out the entire form except for the space for "Physician / Clinician."
3. Take the form with you to your medical appointment and have your doctor or counselor sign it.
4. You may put up to seven trips on one form.
5. **There may only be one driver on a form.** You must complete and send a different form for each of the people driving you to your medical appointments. Tell your reservation specialist if you are using more than one driver. Payment will be made to the person you named when making the trip reservation.
6. Once your form is complete, mail it to:  
**LogistiCare Claims Department**  
**South Carolina Mileage Reimbursement**  
**798 Park Ave NW, 4th Floor**  
**Norton, VA 24273**
7. Your check will be mailed, according to the schedule below.
8. If you have any questions, issues or concerns, please call LogistiCare at 877-907-5186. If a live person is unable to answer your call, please leave a detailed voice message. Voice messages will be returned within one business day. Be sure you leave the best phone number to reach you in the voice message. The claims office cannot issue job numbers.

Invoice Due to Claims Center	Date Payment is Mailed	Invoice Due to Claims Center	Date Payment is Mailed
Thursday, January 03, 2019	Friday, January 18, 2019	Thursday, July 18, 2019	Friday, August 02, 2019
Thursday, January 17, 2019	Friday, February 01, 2019	Thursday, August 01, 2019	Friday, August 16, 2019
Thursday, January 31, 2019	Friday, February 15, 2019	Thursday, August 15, 2019	Friday, August 30, 2019
Thursday, February 14, 2019	Friday, March 01, 2019	Thursday, August 29, 2019	Friday, September 13, 2019
Thursday, February 28, 2019	Friday, March 15, 2019	Thursday, September 12, 2019	Friday, September 27, 2019
Thursday, March 14, 2019	Friday, March 29, 2019	Thursday, September 26, 2019	Friday, October 11, 2019
Thursday, March 28, 2019	Friday, April 12, 2019	Thursday, October 10, 2019	Friday, October 25, 2019
Thursday, April 11, 2019	Friday, April 26, 2019	Thursday, October 24, 2019	Friday, November 08, 2019
Thursday, April 25, 2019	Friday, May 10, 2019	Thursday, November 07, 2019	Friday, November 22, 2019
Thursday, May 9, 2019	Friday, May 24, 2019	Thursday, November 21, 2019	Friday, December 06, 2019
Thursday, May 23, 2019	Friday, June 07, 2019	Thursday, December 05, 2019	Friday, December 20, 2019
Thursday, June 06, 2019	Friday, June 21, 2019	Thursday, December 19, 2019	Friday, January 03, 2020
Thursday, June 20, 2019	Friday, July 05, 2019	Thursday, January 02, 2020	Friday, January 17, 2020
Thursday, July 04, 2019	Friday, July 19, 2019		

The Claims Department adheres strictly to the pay schedule above. All trip logs must be received by the dates indicated in the left column. Please allow time for processing before calling in regarding a claim. LogistiCare asks that you allow up to 10 business days to receive payment. Stop payments can only be placed when 10 business days has passed from the date of mailing. For all claims questions or concerns please call 1-877-907-5186.

**\*Please remember to obtain ALL trip numbers from the Reservations department in your state.**

March 21, 2019