

Dear Member,

Because you are a Louisiana Healthcare Connections member, your friends or family members can get reimbursed for gas when they give you a ride to or from your doctor's appointment. This transportation benefit is called *mileage reimbursement* and is handled by LogistiCare.

Note: To get reimbursement, your driver must live at a separate address. Mileage reimbursement will not be paid to drivers who live at the same address as the member. Also, members will not be reimbursed for driving themselves to medical appointments.

You can call LogistiCare to schedule your trip at **1-855-369-3723** (Hearing loss: 1-866-288-3133), Monday through Friday, from 8 a.m. to 5 p.m. You can also call them to ask for blank copies of the Mileage Reimbursement Form. Or you can download the form at myLARide.net/downloads.

Here's how it works:

1. Call LogistiCare at least 48 hours (two days) before your appointment to get your Trip Number. **Write down the Trip Number and date of your trip on your Mileage Reimbursement Form as soon as you get it!** Forgetting to add this is a common mistake and will cause your driver's reimbursement to be denied.
2. You must fill out the whole form **except** for the space for "Physician Signature."
3. Take the form with you to your medical appointment. Ask your doctor to sign in the "Physician Signature" space on the form. If your form is not signed, your driver will not receive payment.
4. **There can only be one driver on a form.** You must complete a separate form for each of the people driving you to or from your medical appointments.
5. If you have the same driver for more than one trip, you can put up to seven trips on one form.
6. Once your form is complete, mail it to:
**LogistiCare Claims Department
Louisiana Mileage Reimbursement
2552 West Erie Drive Suite 101
Tempe, AZ 85282-3100**
7. When LogistiCare gets your form, they will call your doctor's office to confirm you went to your appointment. Payment will be mailed to your driver within 15 days. Go to myLARide.net/downloads to see the Mileage Reimbursement Schedule.



If you have any questions about your transportation benefits, call our Member Services team at 1-866-595-8133 (Hearing loss: 711). We're here to help Monday through Friday, 7 a.m. – 7 p.m.