

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 866-907-5186. 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 02, 2020	Friday, January 17, 2020	Thursday, July 16, 2020	Friday, July 31, 2020
Thursday, January 16, 2020	Friday, January 31, 2020	Thursday, July 30, 2020	Friday, August 14, 2020
Thursday, January 30, 2020	Friday, February 14, 2020	Thursday, August 13, 2020	Friday, August 28, 2020
Thursday, February 13, 2020	Friday, February 28, 2020	Thursday, August 27, 2020	Friday, September 11, 2020
Thursday, February 27, 2020	Friday, March 13, 2020	Thursday, September 10, 2020	Friday, September 25, 2020
Thursday, March 12, 2020	Friday, March 27, 2020	Thursday, September 24, 2020	Friday, October 09, 2020
Thursday, March 26, 2020	Friday, April 10, 2020	Thursday, October 08, 2020	Friday, October 23, 2020
Thursday, April 09, 2020	Friday, April 24, 2020	Thursday, October 22, 2020	Friday, November 06, 2020
Thursday, April 23, 2020	Friday, May 08, 2020	Thursday, November 05, 2020	Friday, November 20, 2020
Thursday, May 07, 2020	Friday, May 22, 2020	Thursday, November 19, 2020	Friday, December 04, 2020
Thursday, May 21, 2020	Friday, June 05, 2020	Thursday, December 03, 2020	Friday, December 18, 2020
Thursday, June 04, 2020	Friday, June 19, 2020	Thursday, December 17, 2020	Friday, December 31, 2020
Thursday, June 18, 2020	Friday, July 02, 2020	Thursday, December 31, 2020	Friday, January 15, 2021
Thursday, July 02, 2020	Friday, July 17, 2020		

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 1-866-907-5186.

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

January 13, 2020