

## Member Reimbursement Process

### Standard Operating Procedures #5501

#### 1.0 PURPOSE:

To identify steps required in reimbursing members for out-of-pocket expenses

#### 2.0 DESCRIPTION:

Reimbursement Procedure within Member Experience.

#### 3.0 RESPONSIBILITIES:

Member Experience

#### 4.0 PROCEDURES: Reimbursement is only issued by Modivcare when a member is forced to secure, and pay out of pocket, for alternative transportation due to a service failure caused by a Transportation Provider and/or Modivcare.

Should a member request reimbursement, the following information is required from the member prior to processing the request:

1. A copy of the receipt showing the amount paid out of pocket. Reimbursement cannot be Issued without a valid receipt. (Tips are not reimbursed.) If the member was transported by means that would not produce a receipt, reimbursement cannot be provided.
2. A letter or email with the following information:
  - Member's Name
  - Member's Date Of Birth
  - Member's Health Plan ID Number
  - Date of Trip
  - Brief description of what transpired and resulted in the member securing and paying out of pocket for alternative transportation.
3. The member mails the items from 1 and 2 above to the physical address of the Member Experience Office or via email (may also be submitted by Health Plan G&A Team)
  - Email address and/or physical address will be provided by the Member Experience Representative assisting the member
4. When the required documents are received, the trip will be researched for accuracy. If the investigation reveals that Modivcare, or the provider were at fault, the proper forms

will be completed, signed by the Manager of Member Experience, and forwarded to Modivcare's Accounts Payable team for processing. The Modivcare corporate office will cut the check and send directly to the member.

5. Member Experience will contact the member and advise that the reimbursement has been approved, verifies the member's address, and advise check will be received within 2-3 weeks
6. If the investigation finds that Modivcare or the provider were not at fault, the member will not be reimbursed but will be advised of the results of the investigation.
  - Exceptions on reimbursements may be approved by Member Experience Director, Account Manager or Client Services Director