



COVID-19 Mileage Reimbursement Program Instructions

The mileage reimbursement program is a voluntary program chosen by TennCare members to meet your non-emergency medical transportation needs. All transportation must still be scheduled through the Tennessee Carriers Call Center at the number listed below:

Amerigroup Members - (866) 680-0633

UnitedHealthcare Members - (866) 405-0238

Please review all instructions before filling out the form.

1. All documents must be sent with your name and Tennessee Carriers reservation Number to receive reimbursement.
2. Access or have your healthcare provider access the form at <https://tenncarriers.com/riders/>. They must download, print and sign the form at the time of your appointment to confirm your attendance.
3. The person driving you to your appointment will also need to sign the form and provide a copy of his or her driver's license and insurance card via email at nemtprograms@tenncarriers.com or fax at 901-795-0072. Readable images or pictures of the driver's license and insurance card taken with a mobile device are acceptable and can be emailed to nemtprograms@tenncarriers.com.
4. If you already have valid insurance and driver's license on file, you do not need to send another copy. We will not reimburse you for the additional copies.
5. Please make sure the form is complete and accurate before returning. To be considered part of the COVID-19 MRP Program, you must complete and mail the form within 30 days from the date of service of your trip. If the paperwork is not completed within that timeframe, the claim will automatically be denied.
6. Your claim will be processed within 30 days from the date the claim form is received and post validated.
7. Send your completed form and copies of your driver's license and insurance to one of the following:

Email
nemtprograms@tenncarriers.com

Fax
or 901-795-0072

Tennessee Carriers, Inc.
or ATTN: Mileage Reimbursement
3180 Millington Rd.
Memphis, TN 38127

If you have questions regarding paperwork only; you may contact our Mileage Reimbursement Coordinator at (901) 795-7055, extension 3845.

If the Mileage Reimbursement form is altered in any way, the claim will be deemed null and void and will be denied or rejected.

- The doctor or nurse's signature cannot be forged, or the claim will be denied.
- Do not sign or have the form signed before the date of service.
- When making your transportation arrangements, please verify and confirm all trip details including your reservation number before disconnecting the line with the call center agent.