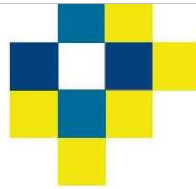


TENNESSEE
CARRIERS



Mileage Reimbursement Program Form Instructions

1. The doctor or nurse must sign the form at the time of your visit to confirm you were there.
2. The mileage reimbursement amount for each trip is based on online map mileage. Mileage is from pick-up to drop-off location and the return trip home.
3. Make sure the form is correct and complete before submitting.
4. The completed form must be submitted within 30 days from the date of the trip.
5. Your claim will be processed within one (1) business day from the date it is received in our office.

Your Responsibilities

As a member you must do the following to make sure you receive reimbursement.

1. Call the Tennessee Carriers call center to set the day and time of your visit. Use the Amerigroup or United HealthCare phone number below. If you will be going to a visit more than once, you may be able to set up a subscription. The visit must be made and approved before the actual appointment day or you will not receive reimbursement.
2. You may only request reimbursement for visits to and from your covered medical visits.
3. Please make sure your information is correct when you book your trip. If you provide the wrong address, time, phone number, or other information, we may not be able to reimburse your mileage.
4. Made changes to your visit? Contact our call center to let us know the changes. Your reimbursement is based on the approved mileage.

If you provide a fake reimbursement form it will be quickly reported to TennCare. All Mileage Reimbursement Claims Forms are subject to approval before you receive the reimbursement.

Mailing Address:

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

Mileage Reimbursement Fax:

901.795.7025

Email: nemtprograms@tenn carriers.com

Questions about your trip or need to make changes? Contact the Tennessee Carriers, Inc. Transportation Call Center at:

Amerigroup: 1.866.680.0633

United HealthCare: 1.866.405.0238

If you have any questions, please contact our Mileage Reimbursement Coordinator at 1.901.795.7055 X 3826.