

### **Do I need prior authorization for Medi-Cal Fee-for-Service lodging and/or meals expenses?**

Yes, you should submit a PRE-AUTHORIZATION REQUEST for Medi-Cal Fee-for-Service Lodging and/or Meals Expense Form as soon as your appointment is made if you believe that you will qualify for reimbursement.

The PRE-AUTHORIZATION REQUEST for Medi-Cal

Fee-for-Service Lodging and/or Meals Expense Form can be found on the [Transportation website](#).

### **How do I submit a PRE-AUTHORIZATION REQUEST for Medi-Cal Fee-for-Service Lodging and/or Meals Expense Form?**

You should mail the completed form to DHCS at the following address:

Beneficiary Service Center  
P.O. Box 138008  
Sacramento, CA 95813-8008

### **When should I expect a response to my PRE-AUTHORIZATION REQUEST for Medi-Cal Fee-for-Service lodging and/or meals expenses?**

You will receive an answer to your request via United States Postal Service (USPS) mail within three (3) business days after the Medi-Cal Beneficiary Service Center receives your completed form and verifies eligibility and completeness. Delivery time is dependent on the USPS delivery schedule.

For more information, contact the Beneficiary Service Center at (916) 403-2007. For TDD telephone service call (916) 635-6491.

## **What if I am not able to submit my request for pre-authorization or hear back from DHCS before my appointment?**

If the timing of your scheduled appointment does not provide enough time to submit your request prior to your appointment, you may still submit your request for reimbursement after your appointment. DHCS will apply the same policy guidelines to review your request regardless of whether it is submitted prior to or after your appointment.

## **Are the miles I drive to and from a Medi-Cal covered service reimbursable?**

Yes, mileage reimbursement is available to members with fee-for-service Medi-Cal who use their own vehicle to drive to an appointment for a Medi-Cal covered service. Members must attest in their request for reimbursement that they have an unmet transportation need and do not have another way to get to their appointment.

Mileage will be calculated using the member's starting address and the shortest distance to the enrolled Medi-Cal Provider/s address, as determined by an online mapping program used by DHCS.

Medical mileage reimbursement rates can be found at: [Standard Mileage Rates | Internal Revenue Service \(irs.gov\)](#)

## **Do I need to track my miles?**

No, you do not need to report miles on the claim form. Mileage will be calculated using the member's starting address listed on their request and the shortest distance to the enrolled Medi-Cal Provider/s address, as determined by an online mapping program used by DHCS.

## **What are the current medical mileage reimbursement rates?**

Medical mileage rates for driving to and from a Medi-Cal covered service are established annually by the Internal Revenue Service (IRS). The medical mileage rate for 2024 is 21 cents per mile. Members will be reimbursed at the medical mileage rate, which can be found on at: [Standard Mileage Rates | Internal Revenue Service \(irs.gov\)](#)

## **Will I be reimbursed for the cost of leasing or renting a car for transport to and from a Medi- Cal covered service?**

No, DHCS will not reimburse for car leases or rental agreements used for transporting a member to and from a Medi-Cal covered service. If you use a leased or rented vehicle to get to your appointment, DHCS will reimburse you only for mileage at the medical mileage rate.

## **Are other transportation expenses reimbursable?**

Yes, reimbursement is available for parking, ferry, busses, rail transit, taxis, and toll bridges. Members must submit an ORIGINAL itemized receipt attached to a completed Medi-Cal Fee-for-Service Member

Reimbursement Form for Transportation Expenses or the Medi-Cal Fee-for-Service Mileage Reimbursement Form.

These forms can be found on the [Transportation website](#).

## **Are toll road expenses reimbursable?**

No, toll road expenses are not reimbursable.

## **Are lodging and meal expenses reimbursable?**

Yes, lodging and meal expenses are reimbursable when necessary to access Medi-Cal covered services, under certain circumstances.

You must complete and submit a PRE- AUTHORIZATION REQUEST for Medi-Cal Fee-for-Service Lodging and/or Meals Expense Form.

DHCS will review lodging and meal expenses submitted for pre-approval and determine if they qualify for reimbursement.

DHCS follows the approved state daily per- diem rates, which can be found on the [CalHR travel reimbursements webpage](#).

Information about when meals and lodging may qualify for reimbursement is listed below.

The form can be found on the [Transportation website](#).

## **When would DHCS reimburse me for lodging?**

You may be reimbursed for lodging that is necessary for you to attend an appointment if you meet one or more of the following reasons:

- The services are not available within your local community and your local provider recommended services whose location requires an overnight stay.
- You must travel more than 150 miles from your home to receive the recommended specialty care or the appointment would require starting transportation before 5 a.m. or returning home after 9 pm.

## **When would DHCS reimburse me for meals?**

You may be reimbursed for one meal if a one-way trip to your appointment takes at least four hours, as determined by an online mapping program used by DHCS. You may be reimbursed for two meals if trip (travel time and appointment) takes at least eight hours).

## **What meals are reimbursed?**

In addition to the time criteria listed above, DHCS will determine the reimbursement rate for meals based upon the following:

- Breakfast – transportation must begin before 5 a.m. or would be for the morning after a night of approved lodging.
- Lunch – transportation must begin before 11 a.m.
- Dinner – transportation would end after 8 p.m. or would be for the night of approved lodging

## **What expenses are not reimbursable?**

DHCS will not reimburse members for minibar and/or alcoholic beverages, tobacco products, movies, games, entertainment, internet services, laundry services, security or safety deposit box, upgrades that exceed per diem rates or are not pre-approved, no-show charges, fuel, leases or rental agreements, vehicle repairs and supplies, medical supplies, over the counter (OTC) medications, other personal items, and tips associated with meals and lodging.

## **What are the lodging per diem rates?**

DHCS uses the state approved daily per-diem rates, which can be found on the [CalHR travel reimbursements webpage](#). The rates are determined by the area of the state for your lodging.

## **What if my hotel's room rate changes every day?**

DHCS will pay up to the maximum daily rate for each night where you stayed.

DHCS uses the state approved daily per-diem rates, which can be found on the [CalHR travel reimbursements webpage](#).

## **What if there aren't any hotels within the per diem rate?**

DHCS will pay up to the maximum daily rate for the area where you stayed. On a case-by-case basis, DHCS may consider reimbursing members above the maximum daily rate.

## **Can I choose my own lodging?**

Yes, you can choose your own lodging and you will be reimbursed up the maximum daily rate if the lodging qualifies for reimbursement. The state- approved daily per-diem rates are not a guaranteed reimbursement rate.

## **Is an Airbnb reimbursable?**

No, Airbnb's (or similar services such as Vrbo) are not reimbursable. If you need assistance finding lodging near your approved Medi-Cal service, please contact the Business Services Center at (916) 403-2007. For TDD/TTY

telephone service, please call (866) 784-2595.

## **What are the per diem rates for meals?**

DHCS follows the state-approved daily per-diem rates, which can be found on the [CalHR travel reimbursements webpage](#).

## **Can I combine the Meals and Lodging per diem rates to get a nicer hotel room or spend more on meals?**

No, DHCS does not allow combining of meal and lodging per diem rates. DHCS will reimburse members up to maximum amounts for each item, with approval.

## **How long after my appointment do I have to submit my claim for reimbursement?**

DHCS recommends submitting your request within one month after your appointment. Requests that are more than one year after date of service may not be processed.

For one-day trips, the one-year window begins one calendar day from date of service. For overnight trips, the one-year window begins one-calendar day after the return date.

## **When will I receive my reimbursement?**

You will receive an answer to your reimbursement request via USPS mail within 60 days after the Medi-Cal Beneficiary Service Center receives your completed form and verifies eligibility and completeness.

If approved, reimbursement will be mailed to the mailing address identified on the Medi-Cal Fee-for-Service Member Reimbursement Form for Transportation Expenses or the Medi-Cal Fee-for-Service Mileage Reimbursement Form.

## **What is required on an itemized receipt?**

1. Business Name and/or Address
2. Date
3. Item(s) Purchased
4. Price of Each Item
5. Sub-Total Amount of Bill with tax before tip
6. Method of Payment

## **I submitted a claim for reimbursement and I received a letter requesting more information. What does that mean?**

Claims for reimbursement may be put on hold if the Medi-Cal Fee-for-Service Member Reimbursement Form for Transportation Expenses or the Medi-Cal Fee-for-Service Mileage Reimbursement Form is incomplete. DHCS needs additional information to review and complete your request.

You should mail the information requested to: Beneficiary Service Center

P.O. Box 138008

Sacramento, CA 95813-8008

## **I submitted a claim for reimbursement, but it was denied. Why was that?**

Request for reimbursement (refund) of travel expenses, including mileage, meals, and/or lodging expenses you incurred while traveling to Medi-Cal appointments, may be fully denied due to not having fee-for-service Medi-Cal eligibility on the date of service, timeliness, or ineligible expenses.

For more information about your claim, contact the Beneficiary Service Center at 916-403-2007. For TDD telephone service call (916) 635-6491.

## **The amount on my check does not match the amount I requested. Why was that?**

DHCS pays up to the maximum state-approved daily per-diem rates, which may result in an adjustment to the Member's reimbursement request.

Approved maximum daily per-diem rates can be found on the [CalHR travel reimbursements webpage](#).

For more information about your claim, contact the Beneficiary Service Center at (916) 403-2007. For TDD telephone service call (916) 635-6491.

## **Will I receive a 1099-Miscellaneous form?**

No, DHCS will not be distributing IRS 1099- Miscellaneous Forms to Members.

# Appendix A: Examples of Receipts

## Example of Invalid Receipt

Welcome to Mel's

Check #: 0001	12/20/20
Server: Josh F	4:38PM
Table: 7/1	Guests: 2

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2 Beef Burger (@9.95/ea.)	19.90
SIDE: Fries	
1 Bud Light	3.79
1 Bud	4.50

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Sub-total	28.19
Sales Tax	2.50
TOTAL	30.69

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Balance Due	30.69
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Thank you for your patronage!

This receipt shows alcohol was purchased. Alcohol is a non-compensable item and will not be reimbursed. The Bud and Bud Light along with the taxes associated would be deducted from the amount to be reimbursed.

This receipt does not show how the bill was paid. Notice how it still shows "balance due"?

KINGSGATE MARRIOTT  
CONFERENCE CENTER AT THE  
UNIVERSITY OF CINCIANNATI  
151 Goodman Dr.  
Cincinnati, OH 45219  
(513) 487-3800  
CHECK 2520

REF: 0888  
CD TYPE: VISA  
TR TYPE: PURCHASE  
DATE: MAY 19, 2020

TOTAL	\$8.50
ACCT: 9806	EXP: **/**
AP: 012315	
NAME: DAVID M ROE	

CARDMEMBER ACKNOWLEDGES RECEIPT OF GOODS AND/OR SERVICES IN THE AMOUNT OF THE TOTAL SHOWN HERON AND AGREES TO PERFORM THE OBLIGATIONS SET FORTH BY THE CARDMEMBER'S AGREEMENT WITH THE ISSUER

THANK YOU

CUSTOMER COPY

This receipt does not show what was purchased.

## Example of a Valid Receipt

**Example of a Valid Receipt**

Greater Cincinnati Northern  
Kentucky International Airport  
Operated by Standard Parking

Fee Computer Number: 12  
Cashier: Fitzgerald Id #106  
Transaction Number: 35836  
Entered: 11/09/2020 06:44  
Exited: 11/14/2020 20:00  
Ticket #12313  
Lot: Lot 2  
Area: Area 2  
Rate: VarRate2  
Parking Fee: \$ 48.00  
Subtotal: \$ 48.00  
Total Fee: \$ 48.00  
MasterCard:  
Credit Card Number: \*\*\*\*\*XXXX  
Total Paid: \$ 48.00

Thank You  
For Comments or Questions  
Call 859-767-3105

1) Business Name

2) Date

3) Item Purchased

4) Price of Item

5) Amount of Bill

6) Method of Payment

## Example of Invalid Hotel Invoice

### Example of Invalid Hotel Invoice

<b>HotelFinder.com</b>	1/12/2020
Thank you for your booking! You are booked for two nights at Great Lodging New York.	
Great Lodging New York	\$300.00
Taxes and Fees	\$50.00
<hr/>	
Total	\$350.00

This booking confirmation would be denied because it does not specify the taxes and fees, the dates of the stay, and the payment method.

# Example of Valid Hotel Invoice

## Example of Valid Hotel Invoice

<b>Best Hotel Albany</b> 123 Main Street Albany, New York 12210		<b>Arrival: 1/10/20</b> <b>Departure: 1/12/20</b> <b>Room: Standard Queen</b>	
Date	Description	Charge	Credit
1/10/20	Room Charge	\$100.00	
	State Tax	\$10.00	
	Local Tax	\$5.00	
1/11/20	Room Charge	\$100.00	
	State Tax	\$10.00	
	Local Tax	\$5.00	
	<b>Total</b>	<b>\$230.00</b>	
1/12/20	Paid VISA xxxx-xxxx-xxxx-6789		\$230.00
	<b>Balance</b>	<b>\$0.00</b>	