

After my appointment, I realize I forgot to have the medical provider sign the reimbursement form verifying my appointment. What can I do?

Enroll online in the NEMT Portal; then mail, fax, or email the Appointment Verification Form to the medical provider to complete one Medical Provider section per recipient per appointment and send back to you. Upload the verification form to the claim, then submit the claim to NEMT.

No access to the online NEMT Portal; then mail, fax or email the reimbursement form to the medical provider to complete the Medical Provider section. The medical Provider can send the completed form to our office via mail, fax or email. the reimbursement form to the medical provider to complete the Medical Provider section. The medical provider can fax or email the completed form to our office.

When will I receive my reimbursement?

You will receive your reimbursement when all required forms and verifications have been received in our office and processed. Claims are processed in the order they are received in our office. The Paid Claim Statement will show specific travel dates and amounts you were paid.

Enrolled online, you will receive an email to indicate a Paid Claim Statement is available to view in the Portal.

Not enrolled online, you will received a Paid Claim Statement in the mail once your claim has been paid.

Where can I find a Medicaid Non-Emergency Medical Travel Form?

You can obtain the Medicaid Non-Emergency Medical Travel form at a DSS local office, by visiting dss.sd.gov/formsandpubs or by calling toll-free at 866.403.1433.

Which form do I use when requesting a Medicaid Non-Emergency Medical Travel reimbursement?

For online submission use:

Appointment Verification Form - use when you have enrolled online in the NEMT Portal, to verify the medical appointment then upload the form to the claim before you submit the claim.

For paper submission use:

Day Trip Reimbursement Form - when travel is for the same day.

Overnight Trip Reimbursement Form - when there is an overnight stay.

Additional Lodging Form - when the overnight medical stay is more than 3 nights.

Appointment Verification Form - when you have multiple recipients with multiple appointments during the same trip. Then submit this form along with the reimbursement form.

** The DSS reserves the right to deny coverage for any request made outside the general coverage guidelines of these rules.*

**The Medicaid Non-Emergency Medical Travel program must receive a completed claim form within six months following the month the service was provided.*

Office of Finance/EBT
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Pierre, SD 57501

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605.773.6527 | 866.403.1433
Fax: 605.773.8461

dss.sd.gov/medicaid/recipients/title19transportation.aspx

Medicaid Non-Emergency Medical Travel



Reimbursement of Mileage | Lodging | Meals



South Dakota
Department of
Social Services

As a recipient of South Dakota Medicaid, you may be eligible for Non-Emergency Medical Travel (NEMT) reimbursement.

How do I know if I qualify for Non-Emergency Medical Travel (NEMT) reimbursement?

In order for you to be reimbursed for your travel, you must be a Medicaid recipient to receive Medicaid travel coverage.

Travel must be to the closest medical facility or medical provider capable of providing the necessary services. The service must be a Medicaid covered service provided by a medical provider who is enrolled in Medicaid.

If I have a medical appointment within the city I live, can I get reimbursed?

No. Mileage is limited to the actual miles between two cities and does not include miles driven within the city.

What can I be reimbursed for?

The NEMT program may reimburse you for mileage, lodging and meals at the current rate of payment. A recipient may not receive reimbursement for lodging and meals for days the recipient is receiving inpatient treatment in a hospital or medical facility. Reimbursement rates are located at dss.sd.gov/medicaid/providers/feeschedules/dss/.

What do I need to do to get travel reimbursement to and from my medical appointment?

There are a couple different ways to request reimbursement:

1. Enroll online through the online NEMT Portal. Here you will be able to submit and track claims; and receive correspondence and Paid Claim Statements all in one place. To learn more, go to <https://dss.sd.gov/medicaid/recipients/title19transportation.aspx>. The form along with any supporting documentation can be uploaded to the claim

before you submit it.

2. The Medicaid Non-Emergency Medical Travel form must be completed and signed by the recipient, parent or guardian. The Medical Provider section of the form must be completed and signed by the receptionist, nurse or medical provider. A NEMT payment authorization form must also be completed to have your payments either direct deposited into your checking or savings account, or onto an electronic debit card.

The form, along with any necessary documentation, may be turned in at your local Department of Social Services' (DSS) office, or can be mailed, emailed or faxed to:

Address: Department of Social Services
Office of Finance/EBT
700 Governors Drive
Pierre, SD, 57501

Email: dss.ebtstateoffice@state.sd.us

Fax: 605.773.8461

Can I get reimbursed to travel to my Primary Care Provider (PCP) or Health Home Provider (HHP)?

Travel to the closest PCP or HHP is reimbursable. If travel is not to the closest PCP or HHP, travel will only be reimbursed if a "good cause" exception has been approved by Medical Services. Lodging and meals are not reimbursable when travel is to a PCP or HHP.

If my PCP or HHP refers me to a medical specialty provider, do I need a copy of my referral card?

Yes. Trips to medical specialty providers, other than your PCP or HHP, require a referral card.

If I had to stay overnight due to my medical appointment, do you need a copy of my hotel receipt?

Yes. A hotel receipt is required for lodging reimbursement. Lodging is reimbursable when the provider is at least 150 miles from the recipient's city of residence, and travel is to obtain specialty care or treatment that results in an overnight stay.

Will I be reimbursed for meals for a same day medical trip?

No. Meals will be reimbursed only if an overnight stay is medically necessary, and the overnight meets the lodging requirement criteria.

Can I get reimbursed to travel to medical appointments out-of-state?

Medical services received more than 50 miles outside of the state of South Dakota, except Bismarck, ND, will require prior authorization by Medicaid. This applies to all Medicaid recipients, including those not in the PCP or HHP program.

If your doctor recommends you see a doctor out-of-state, please ask your doctor if prior authorization is needed before you make the appointment. Prior authorization and approval must be obtained or you will be responsible for the medical bill and travel costs.

Prior authorization by Medicaid must be approved before transportation expenses can be approved or paid.

NOTE: If you are in the PCP or HHP program and traveling to Bismarck, ND, a referral from your PCP or HHP is still required. If you are in the PCP or HHP program, travel will only be reimbursed if Bismarck, ND, is the closest provider capable of providing the services.