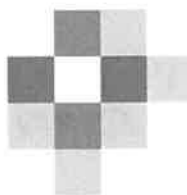


TENNESSEE CARRIERS



Mileage Reimbursement Program

The mileage reimbursement program is a **voluntary** program chosen by TennCare members to meet your non-emergency medical transportation needs.

Claim Form Instructions

Enclosed is your Mileage Reimbursement Claim Form. Please review all instructions before filling out the form.

1. Your doctor or nurse must sign the form at the time of your appointment to confirm your attendance.
2. The driver must sign the form and provide their driver's license number.
3. You will need to attach a copy of the driver's license and a copy of the driver's automobile insurance card to the claim form before sending back to Tennessee Carriers.
4. Tennessee Carriers will add \$0.50 (fifty cents) to your reimbursement amount for the cost of each copy. The maximum copy expense reimbursement is \$1.00 (one dollar).
5. 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.
6. The mileage to be reimbursed for each trip is shown on the enclosed claim form under the header "Authorized Mileage". This mileage is automatically calculated through Google Maps and cannot be altered. The claim will be rejected if altered.
7. Please make sure the form is correct before returning.
8. After you have completed and signed the form; please use the enclosed postage paid envelope to send the form and copies to our Claims Department.
9. You must complete and mail the form within 180 days from the date of service of your trip. If the paperwork is not completed within that timeframe, the claim will automatically be denied.
10. Your claim will be processed within 30 days from the date the claim form is received in our system.

Please mail claim form to:

ATTN: Mileage Reimbursement
3180 Millington Road
Memphis, TN 38127

If you have questions about your trip or need to make changes to your reservation, please contact the Tennessee Carriers Call Center at the number listed below:

Amerigroup Members – (866) 680-0633

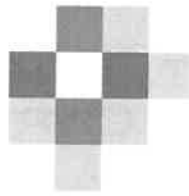
UnitedHealthcare Members – (866) 405-0238

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

(Continued on page 2)

Tennessee Carriers, Inc.
MRP Claim Form Instructions
12/12/2019

TENNESSEE CARRIERS



PLEASE NOTE: *If the form is written on or altered in any way, the claim will be deemed null and void and your claim 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 before disconnecting the line with the call center agent.