

Gas Reimbursement Guidelines

Friends or family of Louisiana Healthcare Connections members who drive them to a Medicaid-covered appointment may be eligible for gas reimbursement.

- The driver must first enroll in the Gas Reimbursement Program. The driver must submit their Social Security Number and copies of their driver's license, vehicle insurance, and vehicle registration upon enrollment. The address on the driver's license must match the address on the Driver Registration Form. The driver cannot live at the same address as the member. Reimbursement will not be paid to drivers who live at the same address as the member. Members will not be reimbursed for driving themselves to health care appointments.
- To register as a driver, please submit the Driver Registration Form at www.LHCCtransport.com. Or please call 1-855-369-3723 (TTY: 711) and we'll mail a form to you.
- For the driver to be reimbursed for a trip, the member must call and request the trip at least 2 business days before their health care appointment. Urgent appointments can be booked at any time. To request a trip, call Veyo at 1-855-369-3723 (TTY: 711), Monday – Friday, 7 a.m. to 7 p.m.
- The medical provider must sign the Gas Reimbursement Form. Trips without a signature will not be paid. Veyo will confirm each trip with the medical provider before the driver is paid.
- You will get one gas reimbursement payment for each round trip even if you are driving more than one member.
- The gas reimbursement rate for all trips is \$0.56 cents per mile. Veyo will use Google Maps to determine the length of the trip. The amount paid is based on the length of the trip. You will be paid per mile. The rate of payment per mile is based on the current mileage rate for state employees. The Louisiana Legislature sets this rate.
- Veyo will report all driver payments to the Internal Revenue Service (IRS).
- Submit each trip on a separate form. The Gas Reimbursement Form can be found at www.LHCCtransport.com. Or please call 1-855-369-3723 (TTY: 711) and we will mail you a form. The Gas Reimbursement Form needs to be filled out and received by Veyo within 365 days of your trip. Don't forget to attach parking and toll receipts. Submit completed forms by:
 - Email: mrb@veyo.com
 - Fax: 1-855-667-2557
 - Mail: Veyo, Attn: Gas Reimbursement, 10010 N 25th Ave. Ste 400, Phoenix, AZ 85021
- You must maintain a current and valid driver's license, auto insurance, vehicle inspection, and vehicle registration to stay enrolled in the program.
- Approved trips will be paid out within 2-6 weeks. Paper checks are mailed out on the last day of each month.

- Veyo is committed to detecting and preventing fraud, waste, and abuse.
 - Veyo has an active compliance program that identifies, monitors, and manages fraud, waste, and abuse through its policies and procedures, and enforcement of federal and state laws.
 - All Louisiana Healthcare Connections members must follow Veyo's compliance policies in accordance with federal and state laws, including but not limited to the Federal False Claims Act, 31 U.S.C. §§ 3729. The definition of fraud that governs between citizens and government agencies is found in Louisiana R.S. 14:67 and Louisiana R.S. 14:70.01. Legal action may also be mandated under Section 1909 of the Social Security Act as amended by Public Law 95-142 (HR-3).
 - All Louisiana Healthcare Connections members must declare under penalty of perjury that their gas reimbursement request is true and correct. Members who provide false information or intentionally fail to disclose information may be subject to prosecution, criminal, civil, or both.

If you have questions about the Gas Reimbursement Program, call Veyo at 1-855-369-3723 (TTY: 711), Monday – Friday, 7 a.m. to 7 p.m.