



Out-of-State Trip Policy

<u>Out-of-State Trip Policy</u>	
<u>Policy Number</u>	<u>LHCC 2670</u>
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<u>Authorized Approval</u>	<u>Leah Begnaud, Chief Operating Officer</u>
<u>Approving Signature</u>	

Policy

It is MediTrans' policy to be committed to leading-edge customer service, scheduling out-of-state trips for appointments to ensure **Members-Enrollees** get the best medical care available. This policy sets forth the basis for how out-of-state trips are scheduled to ensure the needs of the **Members-Enrollees** are met with the utmost satisfaction.

Procedure

There can be many instances where an **member-enrollee** may need to travel out of state for treatment. Below are the different instances and what you must do prior to scheduling the trip.

Meals and Lodging

- If an **member-enrollee** is traveling out of state and is requesting meals and/or lodging, fill out the travel request in **Salesforce**^[VG4]_[LB2] **NovusMed**. Be sure to inform the **members-enrollees** that this trip will require approval from the Health Plan. The request will have a pending status.
- From there a PAU (Prior Authorization Form) will be faxed/emailed to the Health Plan to request approval. On the form be sure to be specific and state everything the **member-enrollee** is requesting for their upcoming trip.



- If it is a Healthy Blue **member-enrollee** the request will be faxed. If the trip is within 48 hours, it will be faxed, and an urgent email will be sent to Healthy Blue's UM Team.
 - If it is an Aetna **member-enrollee**, the request will be emailed. **For urgent trips these emails will be marked as urgent.**
 - If it is a Humana **member-enrollee**, the request will be emailed. **For urgent trips these emails will be marked as urgent.**
 - If it is a Louisiana Health Care Connections **member-enrollee**, the request will be emailed to LHCC for approval.^{[VG3][LB4]} **For urgent trips these emails will be marked as urgent.**
 - The Health Plan will email/fax whether the trip is approved or denied
- The Health Plan will email/fax whether the trip is approved or denied.
 - If approved, MediTRANS will make the necessary arrangements.^{[VG5][LB6]}
 - If denied, MediTRANS' **call center specialists** will call the **members-enrollees** to inform them of their denial^{[VG7][LB8]}. It is up to the Health Plan to send a denial letter to the **members-enrollees**.

Roundtrip Out of State

Sometimes **members-enrollees** that live on the border of Louisiana may receive treatment in the neighboring state. Louisiana's neighboring states include:

Arkansas in the north, Mississippi and the Gulf of **Mexico-America** in the east, the Gulf of **Mexico-America** in the south, and Texas in the west.

- When an **member-enrollee** calls in, schedule the trip as you would any other trip, and be sure to let the **member-enrollee** know that this trip will require approval. When you are done, be sure to send an email to our Call Center Specialists.
- From there a PAU will be faxed/emailed
 - If it is a Healthy Blue **member-enrollee** the request will be faxed. If the trip is within 48 hours, it will be faxed, and an urgent email will be sent to Healthy Blue's UM Team.
 - If it is an Aetna **member-enrollee**, the request will be emailed.
 - If it is a Humana **member-enrollee**, the request will be emailed.
 - If it is a Louisiana Health Care Connections **member-enrollee**, it is allowed if the trip is still within GeoAccess parameters. All other trips must be emailed to LHCC for approval.
 - The Health Plan will email/fax whether the trip is approved or denied
- If approved, inform the **member-enrollee** and schedule the trip



- If denied, inform the member enrollee of the denial. It is up to the Health Plan to send a denial letter to the membersenrollees.

Out-of-State Admit

A hospital admission leaving Louisiana going to another state will require the following:

- For Healthy Blue the request will be faxed/emailed.
- For Aetna the request will be emailed.
- For Humana the request will be emailed.
- For Louisiana Healthcare Connections, if the trip falls within GeoAccess parameters it can be approved. All others will have to be approved by the plan.

Out-of-State Discharge

Discharging from a facility in a neighboring state and returning to Louisiana whether it is to a facility or home requires no authorization, the trip can be scheduled.

[Out of State Medical Appointments](#)[VG9][LB10]

The mode of transportation is determined by the plan. Once the mode of transportation has been determined, MediTrans will schedule the travel. If traveling by airplane, MediTrans books the flight and pays for it in advance.

If the enrollee will be staying overnight, MediTrans will book and prepay for the lodging arrangements not to exceed GSA standards.

For meal reimbursements, enrollees are notified via email letter that they are allowed up to \$50 per day per person for meals unless the cost and the GSA standards are higher and we have plan approval. Once they return from their trip, enrollees may send their receipts into MediTrans for reimbursement.