



Iowa Department of Human Services

Iowa Medicaid

Notice of Decision

Access2Care525 SW 5th Street, Ste. E
Des Moines, IA 50309-4501

Date: _____

A2C received either a request for non-emergency medical transportation or a request for the reimbursement of non-emergency medical transportation expenses from the following person:

_____ Member ID #: _____

The **trip dates** covered by this letter are: _____ to _____

This person's request for non-emergency medical transportation services and/or the reimbursement of non-emergency medical transportation expenses wasn't approved by A2C because this request didn't follow the guidelines for non-emergency medical transportation as follows: (See 441 Iowa Administrative Code § 78.13)

- Non-emergency medical transportation was not a Medicaid-covered benefit for the individual on the date of the request.
- Individual requested transportation to a provider who is not enrolled in the Iowa Medicaid Program.
- Individual requested transportation to a destination for a purpose other than the delivery of a Medicaid-covered service.
- Individual did not contact A2C two business days in advance of the medical appointment(s) to schedule transportation and the appointment was not for urgent care services.
- Individual requested transportation to a destination other than the closest qualified enrolled Medicaid provider and a completed *Out of County* form has not been received.
- A copy of the driver's license and/or proof of automobile insurance were not received from the driver, have expired, or were illegible.
- Individual requested a transportation service other than the most economical form of transportation.
- A2C was unable to verify that the individual's medical appointment exists. (Persons contacted at medical office are listed below including dates and times.)
- Individual is a resident of an Iowa Medicaid enrolled nursing home and the destination of the requested transportation is 30 miles or less away from the facility and the nursing home is responsible for providing the requested transportation.
- Individual requested mileage reimbursement for an amount different than amount documented in the Iowa Mileage Reimbursement Policy.
- Individual requested meals and/or lodging reimbursement for an amount different than amount documented in the Iowa Meals and Lodging Reimbursement Policy.
- Meals and lodging reimbursement request was not submitted on the *Iowa Meals and Lodging Claim Form* and/or without receipts.
- Reimbursement request was not submitted within 120 days of the date of the scheduled trip.
- Reimbursement request was not signed by an Iowa Medicaid medical provider.
- Other _____

Additional Information

Complaint

If you wish to issue a complaint with A2C, you can do this by calling 1-866-572-7662 and explain your situation to an A2C Operator who will attempt to resolve your complaint. If your complaint is not resolved to your satisfaction, the A2C Operator will document and forward your complaint to an A2C Supervisor to investigate and respond to you within 24 hours.

Grievance

If you are dissatisfied with the resolution provided by the A2C Supervisor, you can issue a grievance with A2C by mailing, faxing, or emailing a written grievance to the A2C Director of Operations at the address at the top of this document. A2C will review all grievances within seven business days of receiving them and will either contact you or respond in writing to explain the decision.

Appeal

You can request an Appeal at any time within the requirements as explained on third page of this *Notice of Decision*.

You Have the Right to Appeal

What is an appeal?

An **appeal** is asking for a hearing because you do not like a decision the Department of Human Services (DHS) makes. You have the right to file an appeal if you disagree with a decision. You do not have to pay to file an appeal. [441 Iowa Administrative Code Chapter 7].

How do I appeal?

Filing an appeal is easy. You must appeal in writing by doing **one** of the following:

- Complete an appeal electronically at <https://dhssecure.dhs.state.ia.us/forms/>, **or**
- Write a letter telling us why you think a decision is wrong, **or**
- Fill out an Appeal and Request for Hearing form. You can get this form at your county DHS office.

Send or take your appeal to the Department of Human Services, Appeals Section, 5th Floor, 1305 E Walnut Street, Des Moines, IA 50319-0114. If you need help filing an appeal, ask your county DHS office.

How long do I have to appeal?

You must file an appeal:

- Within 90 calendar days of the date of a decision or
- Before the date a decision goes into effect

If you have a good reason for filing your appeal late, we will decide if you can get a hearing. If you file an appeal 90 days after the date of a decision, we cannot give you a hearing.

Can I continue to get benefits when my appeal is pending?

You may keep your benefits until an appeal is final or through the end of your certification period if you file an appeal:

- Within 10 calendar days of the date of a decision or
- Before the date a decision goes into effect

Any benefits you get while your appeal is being decided may have to be paid back if the Department's action is correct.

How will I know if I get a hearing?

You will get a hearing notice that tells you the date and time a telephone hearing is scheduled. You will get a letter telling you if you do not get a hearing. This letter will tell you why you did not get a hearing. It will also explain what you can do if you disagree with the decision to not give you a hearing.

Can I have someone else help me in the hearing?

You or someone else, such as a friend or relative can tell why you disagree with the Department's decision. You may also have a lawyer help you, but the Department will not pay for one. Your county DHS office can give you information about legal services. The cost of legal services will be based on your income. You may also call Iowa Legal Aid at 1-800-532-1275. If you live in Polk County, call 243-1193.

Policy Regarding Discrimination, Harassment, Affirmative Action and Equal Employment Opportunity

It is the policy of the Iowa Department of Human Services (DHS) to provide equal treatment in employment and provision of services to applicants, employees, and clients without regard to race, color, national origin, sex, sexual orientation, gender identity, religion, age, disability, political belief or veteran status.

If you feel DHS has discriminated against or harassed you, please send a letter detailing your complaint to:

Iowa Department of Human Services, Office of Human Resources, Hoover Building – 1st Floor, 1305 E Walnut, Des Moines, IA 50319-0114 or via email contactdhs@dhs.state.ia.us