

Travel Reimbursement Rules

* I understand in order to be reimbursed for travel and completing this form: I need to be **TRICARE PRIME**, my **Primary Care Manager is at 27 SOMDG Cannon AFB**, and the referral for the appointment that I am asking for reimbursement came from my Primary Care Manager. If my Primary Care Manager is not in this facility I will notify the Patient Administration Clerk and they will give me forms to fill out for reimbursement through the TROW. **I also understand non active duty members need to save all receipts in order to be properly reimbursed.**

* I understand that if I do not properly and completely fill out the travel voucher forms there will be a delay in travel reimbursement.

* **I understand that I am responsible for notifying my supervisor/orderly room of my appointment or any appointment changes.**

* I understand that it is my responsibility to notify Patient Administration of any cancellation or rescheduling due to illness, injury, or mission requirements and the need to stay longer than anticipated.

* I understand that it is my responsibility to notify my Primary Care Manager if at time the provider advises me of limited work profile, quarters, and/or convalescent leave. Convalescent leave will be coordinated through your PCM to your unit commander.

* I understand that it is my responsibility to schedule all follow-ups and appointments that I have cancelled.

* I understand that if I will be using transportation other than a POV (SATO, GOV) I need to annotate it on this form and notify the Patient Administration Clerk upon submittal of my travel form.

* I understand that if I am being seen at a military treatment facility or near a military installation, I will contact base lodging for on-base lodging availability prior to staying at a civilian lodging facility. Should I stay in a civilian hotel, I will ask for the government/military rate and I will be **required to produce a statement of non-availability** from on base lodging to be reimbursed for my civilian hotel.

* I understand all of the above requirements and the importance of each. I also understand that if I do not complete all of them, there will be a delay in processing, therefore a delay in reimbursement. I understand that a knowing and willful false statement on this form can be punishable by fine or imprisonment.

Contact Information

Patient Administration: 575-784-6975

27 SOMDG FY13 Travel Reimbursement Program



The 2001 National Defense Authorization Act (NDAA) mandates TRICARE Prime beneficiaries, who are referred by their Primary Care Manager (PCM) for medically necessary services at a location more **than 100 miles from their PCM** may be eligible to have “reasonable travel expenses” reimbursed by TRICARE. Case by case review will occur for Emergency Status travel reimbursement requests. Government rates will be used to estimate the reasonable cost. Beneficiaries are expected to use the least costly mode of transportation.

Beneficiaries will only be reimbursed, when the specialty care is not locally available or if the provider has deemed it medically necessary for you to travel. If the beneficiary chooses to go to another location when the care is available locally, travel reimbursement will not be authorized.

Types of Reimbursement:

Same day trip: Drove to the appointment and returned to Cannon AFB on the same day (less than 12 hours)

Overnight stay: Appointment was scheduled at such a time that for safety purposes, lodging was authorized or medical necessity dictated a multi-day visit.

Members **must** request orders through the Patient Administration Office at least **3 duty** days prior to departure. Approved overnight stays to the following cities are based upon the below show times for appointments:

- Roswell, Amarillo, or Lubbock appointment at or before 0830
- Over 150 miles, appointment at or before 1030
- Late day appointments with extended driving, reviewed on a case-by-case basis (speak with the military staff in Patient Administration for assistance/clarification)

Non-Medical Attendant (NMA): When the PCM deems it necessary for the member to have a NMA, the NMA is authorized reimbursement. By statute the NMA for someone under the age of 18 must be a parent, legal guardian or other adult family member. However, if the NMA is not the parent, the NMA must be at least 21 years of age. The NMA is not required to be enrolled in TRICARE Prime or to be TRICARE-eligible.

Retired Military and all Dependent Beneficiaries

Retired military personnel and all dependent beneficiaries are authorized reimbursement of actual expenses up to the per diem authorized rates for the appointment location. Beneficiaries are required to submit receipts for all expenses.

Same Day Travel:

If the appointment was a same-day trip, the member will need to come into the Patient Administration office to fill out a local voucher form. Information and payment will be processed through the Defense Travel System (DTS). Payment will be automatically deposited into member's bank account.

- The form will be reviewed and authorized by Patient Administration
- Members will need gas receipts (meal reimbursement is not authorized)
- Bank routing and account numbers

Overnight Stay:

In the event of an overnight stay, beneficiaries must request orders through the Patient Administration office 3 days prior to departure. Orders are processed using the Defense Travel System (DTS). Members will need orders prior to travel and prior to submitting a voucher. Once the trip is completed the member will need to come in to the Patient Administration office to complete the voucher for payment.

- The hardcopy voucher will be reviewed and authorized by Patient Administration
- Members will need all receipts (gas, meals, and hotel)
 - Reimbursement up to the government rate IAW the Joint Federal Travel Regulations (JFTR)
- Bank routing and account numbers

Active Duty

Active Duty member reimbursements are processed through the Defense Travel System (DTS). Active duty personnel are authorized reimbursement for mileage traveled based on allowable distances and rates, as stated on www.defensetravel.dod.mil.

Same Day Travel:

- Members will use the Local Voucher process in DTS
- Members will only be reimbursed for mileage (meal reimbursement is not authorized)

Overnight Stay:

- Travel orders are required prior to the appointment.
- Patient Administration office will approve the orders in DTS and member will receive email notification of orders approved
- Upon return from appointment, member will file voucher through DTS and load all lodging receipts. Gas reimbursement is via the mileage and meals is via the per diem.
- Patient Administration will approve voucher

Non-Medical Attendants (NMA)

Must be deemed medically necessary, and approved by medical staff

- If the patient is under 18 years old, one NMA is automatically approved
- If the AD member is requested to be a NMA, unit approval is also required
- A spouse who does not drive, does not meet the NMA requirements

Primary Care Manager (PCM) not in 27 SOMDG

- If you have a civilian PCM, you will need to submit for orders and reimbursement to the Tricare Regional Office-West (TROW)
- 27 SOMDG may not assist patients who have chosen civilian PCMs
- Forms are available at <http://tricare.mil/trowest/Prime-Travel.cfm>

Rules to Remember

- Each trip requires its own orders/voucher, as appropriate
- Orders shall be requested at least 3 days prior to travel, Patient Administration will work with beneficiaries on a case-by-case basis
- Vouchers shall be submitted within 5 days after the completion of travel
- Some Emergency Care reimbursement may occur, these are all reviewed on a case-by-case basis by our Chief of Medical Staff and our Administrator.
- Beneficiaries must be enrolled in TRICARE Prime
 - A Primary Care Manager in the 27 SOMDG (processed by the 27 SOMDG)
 - A civilian Primary Care Manager (processed by TROW)
- Max reimbursable lodging/cost of lodging (members will be reimbursed up to the government rate for the area of the appointment), if members choose to surpass the allowed rate, members are responsible for the difference
- For all reimbursements, the following information is needed in the "Comments to Approving Official" box to validate current referral. Failure to have a valid referral may result in the denial of travel reimbursement
 - Patient Name: (Self, Ann Smith)
 - Provider seen name: (Dr. John Q Public)
 - Facility name: (UMC-Lubbock or Covenant-Lubbock, etc.)
 - Specialty: (Dermatology, Orthopedics, etc.)
 - TriWest Authorization Number: (on your referral letter from TriWest)
- If member has an expiring referral, members must contact their PCM to request a the referral be renewed
- In DTS choose the **13 MEDICAL** or **13 MEDICAL NMA** fund cite and change the routing to **MEDICAL** before signing
- All travel must be submitted as originating and ending at DUTY SECTION at Cannon AFB, not residence (regardless of Clovis or Portales home address)
- Only Active Duty can receive reimbursement for dental procedures (MetLife does not have a reimbursement program)