

Not covered

- Transportation, meals and lodging for routine dental and eye check ups if you are ages 21 and older.
- Transportation services if you can get a ride for free.
- Transportation, meals, lodging not prior authorized by the Plan.
- Extra charges when you stay at a motels including movie charges, phone charges, toiletries or snacks.
- Reimbursement for mileage if you drive yourself, or if you have a family member or friend that drives you to your appointment.



Contact Us

Our teams are ready to help if you have questions. We are open, 8 a.m. to 5 p.m. CT, Monday through Friday.

TTY/TDD: (877) 652-1844
Translation Services
(800) 892-0675

These are free services.

Customer Service
(855) 305-5060

For help with benefit or claim questions, finding a doctor, or getting an ID card.

Utilization Management
(855) 276-7214

For help with health care services or to get approval before you have certain services.

ND DHS Pharmacy Benefits
(800) 755-2604 | TTY: 711

For help with medication questions or approval for certain drugs, call ND DHS and leave a voicemail. Someone from ND DHS will return your call.

**Care Management/
Behavioral Health**
(888) 315-0884

For help with health issues or health management program questions.

Travel Coordinator
(800) 236-4907

For help with travel to medical/behavioral health appointments.

Sanford Health Plan complies with applicable Federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability, or sex.

English: ATTENTION: If you speak English, language assistance services, free of charge, are available to you. Call (855) 305-5060 | TTY: (877) 652-1844

Spanish: ATENCIÓN: si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al (800) 892-0675 | TTY: (877) 652-1844

German: ACHTUNG: Wenn Sie Deutsch sprechen, stehen Ihnen kostenlos sprachliche Hilfsdienstleistungen zur Verfügung. Rufnummer: (800) 892-0675 | TTY: (877) 652-1844

sanfordhealthplan.com

SANFORD
HEALTH PLAN



Member Travel,
Lodging and
Meal Guide
for North Dakota
Medicaid Expansion

SANFORD
HEALTH PLAN

How it works

Do you have a doctor's appointment that will take you away from home for a day or longer? Are you worried about how you'll get there, what you'll eat and where you'll stay? We can help

Sanford Health Plan can help with rides, meals and a place to stay overnight at no cost to you when the appointment is medically necessary and meets North Dakota Medicaid Expansion rules.

Simply call us at least two business days in advance for approval.

Sanford Health Plan cannot pay you back for amounts you pay to providers. All transportation, meal, and lodging providers must bill us directly for covered services. For example, if you pay for a ride yourself, the law says we cannot send you money, even if you have a receipt.

SANFORD
HEALTH PLAN

Transportation

If you cannot get a ride from family, friends, volunteer groups or carpools, we can help. We will take you to and from your medical/behavioral health appointment or to pick up your drugs at a pharmacy. Here are the rules:

- You must be unable to find a ride.
- Travel is for routine, non-emergency, medical appointments.
- For Members of any age, the appointment must be for a covered medical service or for going to the pharmacy to get a prescription after your appointment.
- All travel and medical visits must be approved ahead of time before travel is arranged.

Important

You must be at your pick up location on time. If you cancel or do not show up for your ride, drivers can refuse to give you rides again. You must call us at least two business days in advance if your plans or appointment time changes.

Meals

We will only allow pre-approved meals when a medical appointment and travel requires you to stay overnight or past 10 p.m. Each day, you have a set budget to spend on meals. Any cost above this amount is your responsibility.

Lodging

We only arrange pre-approved stays when a medical appointment may require you to stay overnight. When calling the Transportation Coordinator, please tell us:

- Your expected check-in and check-out date.
- Any special needs you may have, like if you are in a wheelchair or have a service animal.

If you choose to stay longer or have other charges, like movies, billed during your stay, you are responsible for paying them. You must tell us if your medical appointment makes you stay longer, and the place where you are staying.