

**NOTICE OF ACCESS SERVICE AVAILABILITY TO ELIGIBLE  
MINNESOTA HEALTH CARE RECIPIENTS**

**Des Moines Valley Health and Human Services (DVHHS)**  
11 Fourth Street  
PO Box 9  
Windom, MN 56101  
507-831-1891

Modified  
1-7-2026

**405 4th Street Bldg 4**  
PO Box 67  
Jackson, MN 56143  
507-847-4000

You may be able to get paid for expenses to help get medical care or attend an appeal hearing.  
You may also receive reimbursement when your eligibility is made retroactive.

**PLEASE READ THIS INFORMATION SHEET CAREFULLY.**

The DVHHS MHCP Biennial Health Care Access Plan outlines reimbursement guidelines for the most cost-effective form of transportation. Primary health care providers are to be within 30 miles of your residence and specialty providers within 60 miles of your residence. If you must travel outside of the 30/60 rules above, you must contact your eligibility worker for approval prior to your appointment. Mileage will only be reimbursed beyond the 30/60 rule, to the closest provider capable of providing the level of care you need. If you have your own vehicle and can drive, you must use it whenever possible.

- If you drive your own car or have a friend, someone in your household or a relative that may drive your car for you, you will be paid at a rate of .22 cents per mile.
- If a volunteer driver provides transportation, the volunteer driver will be paid the IRS business deduction rate effective on the date the access transportation service was provided.
- Bus, cab, or other commercial carrier fares will be reimbursed at the rate charged. You must have authorization from your worker in order to receive reimbursement for these transportation and ancillary service costs.
- If your doctor says that you must have medical care which you cannot get within 30 miles of your residence for primary care or 60 miles from your residence for specialty care, you may be eligible for transportation, meals, lodging, and parking reimbursements to help you get care. Services must not be available from a closer provider capable of providing the level of care needed. This would include there not being another provider within the 30/60-mile limits from your residence capable of providing the level of care needed.
- Someone who must go with you to get necessary medical care may also be paid meals and lodging costs at the same rate.
- You may also be eligible for reimbursement of transportation and related expenses during the months you were found to be eligible before the date you applied.
- If you appeal a decision on your MA or Minnesota Care case, you are eligible for transportation, related expenses and, if necessary, child care costs while you are attending the appeal hearing.

**TO GET PAID** all claims must be complete & received **within 120 days of the date of service.**

Contact our office(s) Monday through Friday from 8am to 4:30pm to get an expense voucher. If required, **contact your eligibility worker for prior approval of the appointment.** If more documentation is needed per your eligibility worker, obtain the documentation and provide it to your eligibility worker. This contact needs to take place prior to attending the medical appointment.

Complete the expense voucher in its entirety, which also includes an area for your medical providers to complete and sign. Turn in the expense vouchers within 120 days of the date of service.

**YOU MUST PROVIDE** receipts for meals, lodging, and parking, except parking meters, with the signed voucher. Provide mileage and state whether your car or another person's car was used.

- A. Meals are to be paid up to the following amounts: Breakfast \$5.50, Lunch \$6.50, Dinner \$8.00. Meal reimbursement is only eligible if your medical appointment is over 60 miles from home. You must be in transit to, from, or at medical appointment
- prior to 6:00am for breakfast, or have an overnight stay required and prior approved.
  - between 11am-1pm for lunch.
  - after 7pm for dinner or have an overnight stay required and pre-approved.
- B. Lodging must be prior authorized and is limited to \$50.00 per night unless authorized by the local agency or tribe for a greater amount. Lodging for the night before a medical appointment will only be approved if your appointment time would otherwise require you to leave your residence prior to 6am and is at least 120 miles from your residence or if your medical provider verifies the need for you to stay the night. No overnight stays will be approved for the evening following an appointment unless verified by your medical provider that it is medically necessary.
- C. Parking fees, bus, car and other commercial fares will be paid at the actual cost.

**IF YOU CHOOSE** to get medical care from a provider that is not the closest provider capable of providing the care you need (beyond the 30/60 rule), you may have to pay for your own costs. This includes emergencies when you can get the services needed at a closer location.

**IF YOU HAVE AN EMERGENCY** contact your worker immediately after the emergency to make arrangements for reimbursement of allowed expenses.