



North Carolina Department of Health and Human Services  
**Division of Medical Assistance**

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Michael F. Easley, Governor  
Dempsey Benton, Secretary

William W. Lawrence, Jr., M.D., Acting Director

October 15, 2007

Re: Hospital Traveler

Dear County Director of Social Services,

Recently, it has been brought to DMA's attention that several counties are receiving requests for reimbursement from Hospital Traveler for travel related expenses incurred by Medicaid recipients. The requests for reimbursement are for travel related expenses that were arranged by Hospital Traveler but not prior approved by the county. Travel related arrangements, and often medical necessity verifications, are being made without the dss's, and often, the Medicaid recipient's knowledge.

Hospital Traveler has been advised that the county dss has the option of reimbursing or not reimbursing for travel related expenses arranged and provided without prior approval from the county. Hospital Traveler has also been advised that the State will support the county's decision.

Hospital Traveler has been informed to contact dss if interested in becoming a transportation provider in a specific county. Negotiating a contract to provide transportation services with Hospital Traveler is at the county's discretion.

If you have any questions, please contact your Medicaid Program Representative.

Sincerely,

William. W. Lawrence, Jr. M.D.

