



## Provider Network Update April 2024

### **Request meals and lodging for medically necessary covered services to Medicaid patients**

McLaren Health Plan provides transportation free of charge to Medicaid members for doctor's visits, lab visits, non-emergency hospital services, prescription pick-up, dental services and other covered benefits through Modivcare. In some cases, we may provide bus tokens. This also includes meals and lodging for members receiving medically necessary covered services and their accompanying attendant.

If your McLaren Health Plan Medicaid patient is in need of meals or lodging, submit a request to Modivcare at [mipriorauth@modivcare.com](mailto:mipriorauth@modivcare.com) within 7 business days of receipt, except for urgent requests.

Providers can also call Customer Service at 888-327-0671 for more information and request lodging and meals. Have this information ready when you call: member name, Medicaid ID number and date of birth, address and phone number, appointment date and time. Modivcare will arrange payment for actual lodging expenses, which must be pre-approved and supported by receipts.

If the member and accompanying attendant are unable to pay in advance, the member is required to attest with Modivcare electronically or over the phone that they are unable to pay in advance for related travel expenses. Pre-payment of meals for the member and their companion will be reimbursed at the IRS daily rate.