

Mileage Reimbursement Guidelines

Friends or family of Molina Complete Care (MCC) members who drive a member to a Medicaid-covered behavioral health, medical, or dental appointment may be eligible for mileage reimbursement.

- To be reimbursed for a trip, **transportation for the member needs to be scheduled at least 2 business days before the member's healthcare appointment to ensure eligibility.** The MCC transportation booking phone number is 1-877-790-9472.
- The driver must be registered with MCC / Veyo. To register as a driver, please submit the **Driver Registration Form** before requesting reimbursement at <https://va.mccmileage.com/driver-registration/>. If you do not have access to the internet, please call 1-877-790-9472 and a Veyo agent will mail the form to you.
- Each date of service must have a healthcare provider signature in order for reimbursement to be approved. Each trip will be confirmed with the physician's office before payments will be made.
- Each **Mileage Reimbursement Form** can be used for up to one (1) week of mileage reimbursement from the member's home address to a single medical facility location.
 - For CCC Plus Members, this form can be found at <https://va.mccmileage.com/complete-care-trip-reimbursement/>
 - For Medallion 4.0 Members, this form can be found at <https://va.mccmileage.com/medallion-trip-reimbursement/>
- The **Mileage Reimbursement Form** needs to be filled out and returned to Veyo within 30 days of the last medical appointment listed. Don't forget to attach all parking and toll receipts. If you do not have access to the internet, please call 1-877-790-9472 and a Veyo agent will mail the form to you. Completed forms can be submitted the following ways:
 - Online at <https://va.mccmileage.com/>
 - Fax to 855-667-2557
 - Mail to Veyo, Attn: Mileage Reimbursement, 4600 W Camelback Rd., Glendale, AZ, 85301.
- The mileage reimbursement rate for Virginia is \$0.40 cents per mile.
- Approved trips will be paid out within 1-2 weeks (for electronic payments) or 4-6 weeks (for physical payments via check). Physical checks are mailed out on the last day of each month.