



# Common Questions and Answers for Out-of-State Travel

**Frequently asked questions for out-of-state travel requests related to the NC Innovations Waiver for Tailored Care Management providers and Vaya Health staff**

## FAQs

**Question:** What is the timeframe for review of out-of-state travel requests?

**Answer:** Utilization Management typically processes out-of-state travel requests within two business days of receipt.

**Question:** What is the timeframe the provider should submit requests for out-of-state travel?

**Answer:** Providers should submit requests before or on the date of the first day of travel.

**Question:** Can a blanket request be authorized? For example, a member travels to Pigeon Forge regularly and requests out-of-state travel for the entire summer.

**Answer:** Blanket requests cannot be authorized without specific dates of travel and must be submitted for no more than one month at a time. A request for the same destination for several months, without specific dates would be denied if a corrected form was not submitted following a request from Utilization Management.

**Question:** Can an out-of-state travel request extend beyond the member's plan year?

**Answer:** Out-of-state travel requests should cover the current authorization period and not extend beyond the end of the current plan year. However, out-of-state travel could briefly extend into the next plan year depending on the travel time and date of request. For example, if a member plans to travel over the July Fourth holiday and has a plan start date of July 1, they could submit a travel request in May and be authorized for travel before the new Individual Support Plan is authorized. Out-of-state travel authorizations are not a guarantee of payment for NC Innovations Waiver services.

**Question:** Can out-of-state travel be authorized for international travel?

**Answer:** No. Out-of-state travel is only authorized inside the United States. Waiver services may not be provided outside of the U.S. and/or U.S. territories.

**Question:** Can out-of-state travel be authorized for a cruise vacation?

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**Answer:** It depends. A cruise can be covered within U.S. waters but cannot be covered once in international waters or in a port that is not a U.S. territory. An itinerary must be submitted along with an out-of-state travel request for the review of a cruise vacation.

**Question:** Can a higher intensity of services be authorized during out-of-state travel?

**Answer:** The Individual Support Plan must not be changed to increase services while out of state. Services can only be reimbursed to the extent they would be utilized had they been provided in state, and only for the benefit of the member. The onus is on the provider to maintain service frequency authorized under the Individual Support Plan.

**Question:** Can a large group of members be covered during out-of-state travel together? Are there different requirements for information provided regarding the requested service? For example, does the provider need to indicate the ratio of staff accompanying individuals during out-of-state travel?

**Answer:** Provider agencies must ensure that the staffing needs of all their members can be met.

**Question:** Can more than one person be listed on the same request form?

**Answer:** No. Each member should have a separate out-of-state travel request form.

**Question:** Can multiple services be covered during out-of-state travel?

**Answer:** Yes. For example, Residential Supports and Community Networking may be provided while traveling.

**Question:** Can multiple providers utilize authorized services during out-of-state travel?

**Answer:** Yes. However, if multiple service agencies provide the service(s) during travel then a request form for each provider is needed.

**Question:** What services cannot be covered during out-of-state travel?

**Answer:** Respite services are not provided during out-of-state travel since the caregiver is present during the trip.

**Question:** When is Supported Employment an appropriate service for out-of-state travel?

**Answer:** Supported Employment may be provided, for example, when an individual travels out of state for a specific job such as landscaping, microenterprise, craft fair, or convention.

**Question:** When is Community Networking an appropriate service for out-of-state travel?

**Answer:** Community Networking may be provided, for example, when the member will be interacting with non-disabled peers in an integrated community setting, networking, or developing natural supports. Travel to an aquarium or amusement park would be considered a Day Support, Residential Supports, or Community Living and Supports activity.

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**Question:** Are the credentials for the provider's agency supervisor signature required on the out-of-state travel request form?

**Answer:** No. Utilization Management does not need to verify the provider's credentials for out-of-state travel requests.

For additional assistance regarding out-of-state travel, please call **1-866-990-9712** or email [provider.info@vayahealth.com](mailto:provider.info@vayahealth.com).