



**Steven M. Neuhaus**  
County Executive

# DEPARTMENT OF SOCIAL SERVICES

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January 4, 2017

Dear Foster Parents:

We would like to advise you of two important issues. The first change will be in how you obtain mileage reimbursement when you transport a foster child to a medical appointment. The second has to do with your child's medical insurance; specifically Managed Care.

As of 1-17-17, we will no longer reimburse you for medically related transportation through Children's Services. Though you will still be using your own vehicle, all medically related transportation will be reimbursed by our contract agency, Medical Answering Services (MAS). In order to be reimbursed for this cost, the following procedure must be followed:

1. As the transporting foster parent, you must call MAS at **1-855-360-3543**.
2. Have the child's Medicaid CIN number (the CIN number appears on both the child's Medicaid Card and the Managed Care insurance card) on hand as they will ask for this along with the child's DOB, address of where you are, address of where you are going and your phone number.
3. You must call 72 hours in advance of the medical appointment. If it is an emergency, you can still be reimbursed but have to call within 72 hours of the appointment.
4. When you call you must identify yourself as a foster parent seeking reimbursement for transporting a foster child to a medical appointment.
5. The call taker will give you an invoice number and will mail you the paperwork that you must complete and send back to MAS in order to receive reimbursement. A check will be sent directly to you from MAS.

To be clear, medically related transportation includes routine and emergent medical, dental, vision and mental health services. Specific questions regarding transportation needs can be answered by MAS at the above number. **This is for medically related transportation only.**

Secondly, with regard to your child's health insurance coverage, it is imperative that foster parents adhere to the Managed Care policies when utilizing the child's health insurance. Specifically, a child in your care **must** be brought to the primary care physician identified on the child's health insurance card. All health care for your child **must** be guided by the designated primary care physician. Please understand that the Agency has incurred extraordinary expenses related to unauthorized doctors, specialists and medical procedures.

As always, we thank you for all you do for children and families of Orange County. Should you have any questions about this correspondence, please don't hesitate to call us. Contact your child's Caseworker or Case Supervisor, or Kelly LaVelle @ 845-291-2911 or Melanie Hess @ 845-291-2970.

Very Truly Yours,

Beth Van Pelt  
Case Supervisor  
Homefinding Unit  
845-291-2813