



# Expense Reimbursement, Transportation, and Related Supports

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Information for kinship/foster/bio families

# About Acentra Health

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- Formerly known as Kepro in WV, Acentra Health is an administrative services organization (ASO) for the Department of Human Services (DoHS). Acentra Health assists the Bureau of Social Services (BSS) with their transportation reimbursement processes.
- For transportation reimbursement it is our job to be a bridge between families and BSS staff. We want to help families get the right forms to the right places so eligible families can receive transportation reimbursement.
- Acentra Health staff can assist families with enrolling as providers, requesting the correct service referrals from BSS staff, obtaining authorizations numbers and creating draft invoices with family members.



# Eligibility

- To be eligible for transportation reimbursement, there must be a current, open CPS or Youth Service case with the Bureau of Social Services (BSS)
- Transportation Reimbursement is not applicable to Family Court cases
- Reimbursement is at the discretion of the BSS Child Welfare Worker and/or Supervisor
  - Most BSS staff and counties are agreeable to the transportation reimbursement, they just need information



# Reimbursable Transportation

- **Transporting to Family Visitations** (visits may be with parents, sibling visits, children in placements)
  - Foster/Kinship folks transporting children to and from visits
  - Bio family members may be reimbursed for transporting themselves to visitation
  - Pre-Placement Visits with children in residential settings
- **Court Hearings**
- **Multi-Disciplinary Team Meetings (MDTs)**

# Non-Billable Mileage

- Driving to/from daycare
- Driving to/from school
  - \*funding may be available through school system McKinny-Vento Act
- Shopping/General Errands related to foster children
- Church, Band, Sports, Extracurricular Activities
- Medical Appointments
  - Reimbursement may be available through NEMT



# Transportation Reimbursement Steps

## STEP ONE: PATH

- DoHS enters kinship/bio/foster parent as a provider (either through Homefinder or enrollment office)

## STEP TWO: Referral for Services

- Youth's worker will enter necessary referral such as transportation, meals, and lodging depending on travel needs

## STEP THREE: Acentra Health Authorization Submission

- Kinship/foster/bio parents will call or email Acentra Health Care Managers (Melissa and Cara) to complete submission for authorization number used for billing

## STEP FOUR: Invoicing BSS for payment

- The following business day after submission, call or email Acentra Health with relevant mileage or travel totals so Care Manager can assist the family complete the paper invoice. Once kinship/foster/ bio parent signs invoice it must be postal mailed to DoHS finance office

**Whatever step you may be on or want to be on- Contact Acentra Health Care Managers to get started !**



# Specialized Foster Care Homes

- Foster parents who are opened through a specialized foster care agency will go through that agency for reimbursement
- DoHS worker will make the referral under the specialized agency who will then do the submission, invoicing, and make payment to the foster parents
- Examples include homes of NECCO, CHS, BURLINGTON, KVC, PRESLEY RIDGE ETC.

# What Do You Do Now?

- Do you have eligible mileage or transportation expenses?
- Start Keeping Track of your mileage
- There is no formal log/form for this type of transportation reimbursement. Keep track of your round-trip mileage in a notebook, on a calendar or in your phone to refer to later.
- Contact Acentra Health staff so we can assist you in getting started in the process.
- If you have a PATH ID or a service referral already have that handy when you contact us to get started. If not, that's OK. We will get you directed to your first step in the process.

# SNS Care Manager Contact Info

## **Melissa Lazear**

- Email: [melissa.lazear@acentra.com](mailto:melissa.lazear@acentra.com)
- Phone: 1-800-461-9371 ext. 4441

## **Cara Blankenship**

- Email: [cara.blankenship@acentra.com](mailto:cara.blankenship@acentra.com)
- Phone: 1-800-461-9371 ext. 4426

Please be patient with us in the new couple of weeks following these trainings. We expect a bump in foster/kinship/bio family contacts so please leave a voicemail message and we will call you back. We will email you back as promptly as possible. Thank you so much for your time today and your dedication to improving the lives of West Virginia children and families.



Acentra

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Accelerating  
Better Outcomes