



QUESTIONS CALL 1-866-811-1001

Gas Voucher - Rules and Regulations

Effective immediately-gas vouchers earned must be redeemed within 10 months due to state billing policies.

- The staff of the NWRC would like at least 48 hours to schedule routine medical appointments and can schedule rides up to 30 days in advance. Hours of operation are 7AM to 5pm Monday through Friday.
- To schedule an appointment we will need clinic name, clinic address, doctor's name, doctor's phone number, and your appointment time/date. Also, vehicle information, auto insurance, and valid driver's license information must be on file.
- **We cannot schedule an appointment based on a voicemail.** We must speak to you in order to enter the appointment. After hours/weekend appointments may be left on the 24 hour voice mail followed by confirmation with NWRC staff the following day.
- The NWRC requests you to call and confirm you've attended your appointment. You have 24 hours after you've attended your appointment to confirm your attendance. A NWRC staff member will then call to confirm with the clinic that you attended your appointment. Once the appointment is confirmed, the gas voucher is available for use. You are not required to claim the gas at that time; **a voucher will be sent only when a client requests it from a NWRC staff member. It is not automatically sent. We must speak to the client directly when requesting the Gas Voucher. It is the sole responsibility of the client to confirm driver, car information and Gas Voucher amount at the time of the confirmation call.**
- A courtesy call will be made to the Dr Office to confirm your attendance of the scheduled appointment. **If for some reason we are unable to confirm the appointment it will then be cancelled** without notice to the client. Please make sure your contact information is updated at the time the appointment is made. **If we are unable to contact you with the information provided the appointment will be automatically cancelled.**
- The Gas Voucher program is a **gas reimbursement program**, intended to *help* with transportation costs to medical appointments. Clients can receive the gas, after the appointment has taken place and has been confirmed by our staff. Be aware that sometimes clinics are very busy and cannot always confirm immediately. We must have a clinic confirmation before issuing a gas voucher.
- Once you request to have the gas voucher issued, we will send it via fax to the agreed upon gas station provider. We need at least 15 minutes (assuming your appointment has been confirmed) to get the gas voucher filled out and sent to the gas station.
- If for some reason you arrive at the station where you requested the Gas Voucher be sent and it is not there **Please do not. Park at the pump while waiting for the voucher to be sent**
- The client must sign for the gas voucher unless other arrangements have been made.
- The state reimburses at \$ 0.25 per mile, Diesel fuel is not available at all locations.
- Gas vouchers expire 7 days after they have been faxed to the gas station
- **5 dollar min to issue a gas voucher is required**
- **Effective immediately gas vouchers earned must be redeemed within 10 months due to state billing policies**
- Warrenton and Astoria Mini-Marts will not process gas vouchers after 4.00PM. These are the primary voucher providers in these cities, so you will need to get these processed before 4:00 PM.
- **Communication** is the key. Any questions; please call us.

Updated 10/11/10