

KNOW DO SHARE

Patient Family Advisors Mileage Reimbursement

Know

In order to ensure that participation in the program is free for Patient Family Advisors and comply with Federal Beneficiary Regulations Sutter Health has instituted a standard process for reimbursement of Patient Family Advisors for mileage, parking and tolls.

Do

- 1) Utilize the Volgistics tool for tracking of all Patient Family Advisory (PFA) participation in events.
- 2) The PFA will note the scheduled event and log hours in VicNet after the completion of the event.
- 3) If the event required travel beyond 15 miles from the site of the home PFAC, the PFA will log in actual miles from their home to the event, parking fees and tolls in VicNet.
- 4) PFAC Leads will review all PFA hours and mileage at the end of each month.
- 5) For PFA mileage the PFAC Lead will print a report out of Volgistics and send this report to S3 invoices (unless mileage comes through a system request – this will be handled by the Patient Family Engagement team).
- 6) PFA will be reimbursed through S3 for mileage expenses.

Share

- 1) Notify your PFAs of this process change.
- 2) Monitor mileage on a monthly basis.
- 3) Keep in mind potential PFA travel costs in budget planning.
- 4) Obtain a W-9 for all PFAs who claim mileage.
- 5) PFAs can opt out of mileage reimbursement – the form must be filled out and this must be noted in Volgistics in their personnel file under the “Notes” tab.