

TRAVEL REIMBURSEMENT AND HOTEL ACCOMMODATION REQUEST GUIDELINES

Overview

As the Statewide Training provider for New York State's Health Insurance Programs, Maximus is able to pay for overnight hotel accommodations and/or reimbursement of travel expenses for eligible trainees. This is done in accordance with Maximus's contractual agreement with the NYS Department of Health (NYS DOH) Office of Health Insurance Programs, as funding is available.

1. Eligibility for Travel Reimbursement

To be eligible for mileage reimbursement, trainees must have to travel 35 or more miles one way from either their home or their usual work location to the training site. This is based on the "lesser of" mileage rule. This means that trainees will be reimbursed using the "lesser of" (1) the distance between the trainee's home and the alternate work location (training site) or (2) the distance between the trainee's official station (usual work location) and the alternate work site (training site). The shorter/lesser of these two distances, if greater than 35 miles one way, will be used to calculate reimbursement. Mileage will be calculated by multiplying the current Internal Revenue Service (IRS) mileage rate¹ times the miles obtained using the "lesser of" calculation. Maximus will provide a reimbursement form that trainees can use to submit their request for mileage, tolls, and parking incurred by the eligible traveler. Trainees must submit receipts for costs associated with tolls/parking in order to receive reimbursement. In either case, trainees and their supervisors must sign the reimbursement request, certifying that the costs claimed have been incurred, have not been reimbursed by any other source, and are due and payable for the reason(s) outlined on the reimbursement request. Please note that the reimbursement policy is based on and subject to guidelines published by the NYS Office of the State Comptroller, which are available at <https://www.osc.state.ny.us/agencies/travel/travel.htm>.

2. Eligibility for Paid Hotel Accommodation

Trainees will be eligible for overnight stays beginning the night before training if the following conditions are met:

- The training begins at 9:00 AM or earlier the following day;
- AND the trainee must travel 50 miles or 1½ hours or more from their office location to the training site.

For hotel accommodations, Maximus will cover the cost of a single room at hotels that provide NYS overnight accommodation rates. Trainees should bring sales-tax exempt certificates from their agencies and present them to the hotel upon check-in, so the hotel will not assess sales tax for the room. Trainees will be responsible for any incremental charges including sales tax (without tax-exempt form), room service, gratuities, incidental charges, etc. Trainees will be required to present a valid credit card to the hotel upon check-in to guarantee payment for any charges in excess of those covered by Maximus for the room.

¹ The IRS mileage rate as of January 1, 2026 is 76 cents/mile.

All rooms provided by Maximus are non-smoking. If you desire a smoking room, you must request a single room and provide payment as outlined above for the additional charges. Trainees should be aware that hotels charge a substantial room cleaning fee if they determine that smoking has occurred in a non-smoking room. The hotel will directly charge the trainee(s) registered to that room. Under no circumstances will Maximus be responsible for this additional fee.

3. Non-Reimbursable Costs

Maximus will not reimburse trainees for per-diem allowances for breakfast, lunch, and dinner or childcare expenses.

4. Requesting Hotel Accommodations

After enrolling in an instructor-led “in-person” course, trainees will receive an email confirming their enrollment in the course. Trainees will also receive a survey to determine if hotel accommodations are needed. If so, a Maximus Travel Coordinator will arrange for accommodations at a hotel at or near the training site. If the Travel Coordinator requires any additional information or clarification, they will contact the trainee by telephone to complete processing of the hotel reservation.

5. Travel Reimbursement (Mileage/Parking/Tolls)

Trainees who drove their personal car to the training and are claiming mileage reimbursement (and potentially parking/tolls) may download a *STATEMENT OF AUTOMOBILE TRAVEL* reimbursement form from the training services website: <https://www.nytrainingservices.com/guidelines>.

The signed form and any scanned/digital receipt images for parking/toll costs should be emailed to Maximus at TravelandTrain@Maximus.com **within 30 days of training completion** to ensure timely reimbursement.

Once all required documentation has been submitted and processed, Maximus will make travel reimbursement payments to trainees by check.