



**November 16, 2020**

**To: All Taxi/Livery Transportation Providers**  
**From: MAS on behalf of NYSDOH Bureau of Medicaid Transportation**  
**Subject: Taxi/Livery Preferred Provider Opportunity: ECMC-Behavioral Health**

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The New York State Department of Health (DOH) is pleased to offer a Taxi/Livery Preferred Provider Opportunity (PPO) for trips being arranged for eligible NYS Medicaid enrollees to/from ECMC-Behavioral Health located at 462 Grider St, Buffalo, NY 14215.

There will be one transportation provider (TP) selected to fulfill the responsibilities associated with this PPO. The selected TP will provide single rides only and receive a flat rate per enrollee for each trip leg the enrollee is transported. The PPO rate is inclusive of all services associated with the defined modality in accordance with DOH Policy.

The selected TP must be an approved NYS Medicaid Transportation Provider, comply with New York State's rules and regulations, and be prepared to implement within 2 weeks of being selected.

Interested TPs must complete and submit the attached proposal by the required due date.

Please note MAS reserves the right to contact the TP for clarification on questions regarding the PPO application.

A three-month trip sample is provided for your review, however, please understand this data does not guarantee future trip volume.

**TAXI/LIVERY PREFERRED PROVIDER OPPORTUNITY  
ECMC-BEHAVIORAL HEALTH  
462 GRIDER ST, BUFFALO, NY 14215  
PROPOSAL**

*All proposals must be completed, signed, scanned to: [ppo@medanswering.com](mailto:ppo@medanswering.com) by 4 PM on 11/30/2020.*

**Transportation Provider Company:** \_\_\_\_\_

**Provider ID:** \_\_\_\_\_

**Owner/General Manager:** \_\_\_\_\_

**Email:** \_\_\_\_\_

**SECTION 1: Proposed Flat Rate Charge Per Person/Per Trip Leg**

Single-Load Flat rate: \_\_\_\_\_

**SECTION 2: Required Information**

1. Do you have a Medicaid Compliance Program as required by NYS Office of Medicaid Inspector General?

Yes \_\_\_\_\_ No \_\_\_\_\_

2. Are all vehicles used by your company for transporting Medicaid enrollees properly owned/leased, registered and insured as Taxi/Livery vehicles according to NYSDOH Policy?

Yes \_\_\_\_\_ No \_\_\_\_\_

3. How many properly owned/leased, registered and insured Medicaid Taxi/Livery vehicles are in your fleet?

Number of Vehicles: \_\_\_\_\_

4. If this arrangement requires 24/7/365 availability and your company is **not** currently providing service 24 hours/day, 7 days/week, 365 days/year, **will** your company able to provide 24/7/365 service for this PPO?

Yes \_\_\_\_\_ No \_\_\_\_\_

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**SECTION 3: PPO Requirements**

1. Assigned trips may not be refused.
2. Assigned trips may not be reassigned.
3. TP will be available 24 hours/day, 7 days/week, 365 days/year. If ECMC-Behavioral Health does not operate on a 24 hour basis, TP must be available (at minimum) the length of time required to transport all enrollees to scheduled appointments ON-TIME with no exceptions.
4. TP must accept all trips assignments electronically via the MAS System Online. There will be no calls or faxes from MAS.
5. TP must have GPS tracking capabilities of drivers.
6. For all scheduled trips, the TP must be on time for pick-ups & drop offs (within 15 minutes of the scheduled time).
7. All immediate trip requests must be picked up within 60 minutes of the MAS trip assignment.
8. TP leadership must attend all pre and post meetings and/or conference calls with DOH, MAS and ECMC-Behavioral Health.
9. In order to meet the high-quality expectations of the DOH and ECMC-Behavioral Health, the TP will commit to honoring agreements between these two entities to ensure exceptional results. Such agreements may include, but not be limited to, on-time performance, proper dress code, company identification, employee ID, adhering to protocols, quick and easy mutual access to organizational leadership in order to address real-time problem solving and long-term planning.
10. ECMC-Behavioral Health will designate specific patient discharge locations and vehicle parking areas if and when applicable.
11. ECMC-Behavioral Health will guarantee 30 minutes or less turnaround time for TPs transporting patients out of facility.

12. ECMC-Behavioral Health will provide key personnel contact information by day of week and time to ensure TP knows who to report to when locating a patient or if there is a challenge or concern with transportation.
13. Additional guidelines as agreed to by ECMC-Behavioral Health and the TP.

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**SECTION 4: PPO Implementation Timeline**

1. Once posted, interested TPs have 5 business days to submit response to MAS.
2. MAS provides summary of responses, including ECMC-Behavioral Health feedback on providers, to NYSDOH within 3 business days of closing date.
3. NYSDOH to provide recommendations to ECMC-Behavioral Health within 5 business days of receiving summaries from MAS.
4. ECMC-Behavioral Health will make final selections within 3 business days of receiving NYSDOH recommendations (if multiple recommendations provided by NYSDOH).

Once final selections are made, PPO will be Implemented within 10 business days or less.

5. MAS will facilitate introductory meeting between ECMC-Behavioral Health and selected TP via conference call within 3 business days of final selections. This Initial meeting will cover introductions of all parties, review of PPO Requirements, sharing of key personnel contact information from all parties, and scheduling of facility tour (if/when applicable).
6. ECMC-Behavioral Health provides tour of facility (if/when applicable), highlighting key areas of pick-up, drop-off, and waiting areas for TPs. Tour to occur within 3 business days of introductory meeting.
7. PPO will be fully Implemented within 7 business days of introductory meeting; or, 4 business days of facility tour (when applicable)
8. ECMC-Behavioral Health, TP, and MAS will meet 7, 14, 30, 60, and 90 days post implementation, at minimum, to ensure success of program.