



**December 1, 2020**

**To: All Taxi Transportation Providers**  
**From: MAS on behalf of NYSDOH Bureau of Medicaid Transportation**  
**Subject: Taxi Preferred Provider Opportunity**

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The New York State Department of Health (DOH) is pleased to offer a Taxi Preferred Provider Opportunity (PPO) for trips being arranged for eligible NYS Medicaid enrollees to/from Arms Acres-Carmel Outpatient Clinic located at 21 Old Route 6, Carmel, NY 10512.

There will be one transportation provider (TP) selected to fulfill the responsibilities associated with this PPO. The selected TP will 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 and comply with New York State's rules and regulations. Due to the current pandemic multi-loading and/or grouped rides are currently prohibited. This is to ensure safe and healthful transport conditions for all NYS Medicaid enrollees.

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 PREFERRED PROVIDER OPPORTUNITY  
ARMS ACRES-CARMEL OUTPATIENT CLINIC- ZONE 6**

**21 OLD ROUTE 6, CARMEL, NY 10512**

**PROPOSAL**

*All proposals must be completed, signed, scanned to: [ppo@medanswering.com](mailto:ppo@medanswering.com) by 4 PM on 12/17/2020.*

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

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

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

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

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

Flat rate (Single Load): \_\_\_\_\_

**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 vehicles according to NYSDOH Policy?

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

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

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

4. If your company is not currently providing service 24 hours/day, 7 days/week, 365 days/year, is 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. Arms Acres does not operate on a 24 hour basis, however 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. For all scheduled trips, the TP must be on time for pick-ups & drop offs (within 15 minutes of the scheduled time). All pick-ups & drop offs will take place directly in front of the building preventing clients from needing to cross the street, i.e., no pick-ups & drop offs at the adjacent strip mall.
6. Arms Acres will designate specific patient discharge locations and vehicle parking areas if and when applicable.
7. Arms Acres will guarantee 30 minutes or less turnaround time for TPs transporting patients out of facility.
8. All immediate trip requests must be picked up within 60 minutes of the MAS trip assignment.
9. Timeliness of the TP is critical as we balance the dosing schedules of clients with the expectations of social distancing and capacity restraints due to space limitations. It is critical that clients stay on schedule for their assigned appointments.
10. Clients are to be given ample time to complete their appointments. TP is not to contact clients while they are inside the building.
11. TP will not engage in any inappropriate behaviors with enrollees such as: (1) harassment, (2) fraudulent activity, (3) soliciting business or offering money, products, or favors in exchange for ridership, (4) the use, sale, or purchase of illicit substances, etc., and will report any such inappropriate behaviors to MAS and the appropriate authorities when applicable.

12. It is expected that TP's report any drug use, suspicion of drug use, drug sales or anything related to the presence of drugs immediately to key contacts of Arms Acres.
13. There is no use of tobacco products by the TP at the facility or with a client in the vehicle.
14. There is no bathroom available to the public so the TP must plan accordingly.
15. TP leadership must attend all pre and post meetings and/or conference calls with DOH, MAS and Arms Acres and be open to communication daily between key contacts and supporting personnel, as necessary.
16. Arms Acres 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.
17. To meet the high-quality expectations of the DOH and Arms Acres, 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.
18. Additional guidelines as agreed to by Arms Acres and the TP.

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**SECTION 4: Additional Information**

In the box below, please include any additional comments relative to the services you provide that should be considered by Arms Acres-Carmel Outpatient Clinic and NYSDOH during the selection process.


\_\_\_\_\_  
**PRINT NAME (Owner/General Manager)**

\_\_\_\_\_  
**SIGNATURE (Owner/General Manager)**

\_\_\_\_\_  
**DATE**