



June 10, 2021

**To: All Taxi Transportation Providers**  
**From: MAS on behalf of NYSDOH Bureau of Medicaid Transportation**  
**Subject: Taxi Discharge 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 from Albany Medical Center and St. Peter's Health Partners located at 43 New Scotland Rd, Albany, 12208; 315 S Manning Blvd, Albany, 12208; 600 Northern Blvd, Albany, 12204 & 2215 Burdett Ave, Troy, 12180.

There will be one transportation provider (TP) selected to fulfill the responsibilities associated with this PPO. The selected TP will adhere to the current NYSDOH Transportation Guidance 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.

**Current multi-loading guidance should be adhered to and is available here: [www.medanswering.com](http://www.medanswering.com)  
Navigate under "COVID-19 Transportation Info" from the top banner.**

TPs are expected to follow all routine cleaning and sanitizing protocols listed on the DOH website 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.

If your proposal qualifies for consideration but is not ultimately selected, you will be contacted to review your options of becoming an eligible opt out provider.

TAXI PREFERRED PROVIDER OPPORTUNITY

ALBANY MEDICAL CENTER & ST. PETER'S HEALTH PARTNERS – ZONE 2 OOC DISCHARGES

43 NEW SCOTLAND RD, ALBANY, 12208; 315 S MANNING BLVD, ALBANY, 12208; 600 NORTHERN BLVD, ALBANY,  
12204 & 2215 BURDETT AVE, TROY, 12180

PROPOSAL

All proposals must be completed, signed, scanned to: [ppo@medanswering.com](mailto:ppo@medanswering.com) by 4 PM on  
6/17/2021.

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

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

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

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

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

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 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 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 \_\_\_\_\_
5. Does your company have GPS tracking capabilities for all drivers? Yes \_\_\_\_\_ No \_\_\_\_\_
6. Does your company currently have an API connection with MAS? Yes \_\_\_\_\_ No \_\_\_\_\_

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

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

\_\_\_\_\_  
DATE

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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 Albany Medical Center and St. Peter's Health Partners 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 no exceptions.
4. TP must have all vehicles servicing the facility clearly identified with company name.
5. TP must accept all trips assignments electronically via the MAS System Online. There will be no calls or faxes from MAS.
6. For all scheduled trips, the TP must be on time for pick-ups (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 Albany Medical Center and St. Peter's Health Partners.
9. To meet the high-quality expectations of the DOH and Albany Medical Center and St. Peter's Health Partners, 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 to address real-time problem solving and long-term planning.
10. Albany Medical Center and St. Peter's Health Partners will designate specific patient discharge locations and vehicle parking areas if and when applicable.
11. Albany Medical Center and St. Peter's Health Partners will guarantee 30 minutes or less turnaround time for TPs transporting patients out of facility.
12. Albany Medical Center and St. Peter's Health Partners 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 Albany Medical Center St. Peter's Health Partners 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 Albany Medical Center and St. Peter's Health Partners feedback on providers, to NYSDOH within 3 business days of closing date.
3. NYSDOH to provide recommendations to Albany Medical Center and St. Peter's Health Partners within 5 business days of receiving summaries from MAS.
4. Albany Medical Center and St. Peter's Health Partners will make final selections within 3 business days of receiving NYSDOH recommendations (if multiple recommendations provided by NYSDOH).
5. Once final selections are made, PPO will be Implemented within 10 business days or less.
6. MAS will facilitate introductory meeting between Albany Medical Center and St. Peter's Health Partners 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).
7. Albany Medical Center and St. Peter's Health Partners 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.
8. PPO will be fully Implemented within 7 business days of introductory meeting: or, 4 business days of facility tour (when applicable).
9. Albany Medical Center and St. Peter's Health Partners, TP, and MAS will meet 7, 14, 30, 60, and 90 days post implementation, at minimum, to ensure success of program.