



# Scheduling NEMT Transportation

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Medicaid Transportation

## Medicaid Transportation Ordering Guidelines

### Background:

When the Medicaid Program was established in the 1960s, the federal government recognized that unless needy individuals could actually get to and from providers of medical services, the entire goal of the Medicaid Program is inhibited at the start. As a result, states are required under federal regulations to assure necessary transportation for Medicaid enrollees to and from medical services. The federal government also provided authority for states to ensure the provision of this transportation to Medicaid enrollees with federal financial participation in the cost of these services under the Medicaid Program.

The New York State Medicaid Program covers the transportation of eligible, enrolled persons who need transportation to and from Medicaid-covered services. All transportation must be prior authorized for payment.

When traveling to medical appointments, a Medicaid enrollee is expected to use the same mode of transportation as used to carry out the activities of daily life. In circumstances where the enrollee needs a different mode of transportation that is not the same as what is used to carry out activities of daily living, Medicaid will pay for the **least costly, most medically appropriate** level of transportation to and from services covered by the Medicaid Program.

### **Scheduling Transportation to Routine Medical Care:**

Routine medical care includes those appointments that are occasional or episodic. Medical providers have the following options for the requesting of Medicaid transportation to routine medical care:

1. Call Medical Answering Services at the appropriate County 800# (listed in MAS website), between the hours of 7:00 a.m. and 6:00 p.m. Monday through Friday.
2. Visit MAS' website at <https://www.medanswering.com>

### PLEASE NOTE:

**Routine trips should be requested at least three (3) business days in advance of an appointment to ensure proper routing time for the transportation vendor.**

**Standing order transportation should be requested at least three (3) business days in advance of an appointment to ensure proper routing time for the transportation vendor.**

### **Scheduling Transportation to Regularly Recurring Medical Care:**

Regularly recurring medical care is that care which is provided to enrollees at a set schedule over a period of time. Typically, this means the enrollee will incur several trips per week to a single destination

for at least three (3) months in duration. Dialysis, for example, is considered regularly recurring treatment.

To schedule transportation for regularly recurring medical care, a medical provider may:

1. Call Medical Answering Services at the appropriate County 800# (listed in MAS website), between the hours of 7:00 a.m. and 6:00 p.m. Monday through Friday.
2. Enter the standing order online at: <https://www.medanswering.com> .

Once the standing order is scheduled in Medical Answering Services' system, it is scheduled for six (6) months, therefore, there is no need to contact Medical Answering Services again within the six-month period unless the patient's mobility level changes. For example, Mr. Smith was able to ride in an ambulette to his dialysis treatment in May and the facility requested transportation for six months, through August. Mr. Smith experienced a debilitating stroke in late May, and now requires stretcher transportation to dialysis. The facility must contact Medical Answering Services to request that Mr. Smith's transportation modality be changed to better reflect his current mobility status.

**Three Day Window:**

The Medicaid program requires that both standing order and ad hoc transportation be scheduled at least three (3) *business* days in advance of the appointment, in order to allow the transportation vendor sufficient routing time. The chart below should be used to help medical providers adhere to the three-day window:

| If the appointment is scheduled for: | Contact Medical Answering Services no later than: |
|--------------------------------------|---|
| Monday                               | The Friday before the appointment                 |
| Tuesday                              | The Friday before the appointment                 |
| Wednesday                            | The Friday before the appointment                 |
| Thursday                             | The Monday before the appointment                 |
| Friday                               | The Tuesday before the appointment                |
| Saturday                             | The Wednesday before the appointment              |
| Sunday                               | The Thursday before the appointment               |