New York State Department of Health
Bureau of Medicaid Transportation

Frequently Asked Questions about the Transportation Provider Profile Update

1. **Why are Transportation Providers (TP) being asked to list all the zip codes where they are willing to accept Medicaid trip assignments within the counties they serve.**

There has been an increasing number of trip reassignments from TPs who have indicated their ability to render service in a particular area when in fact were unable to do so. Reassignments directly impact the quality of service in providing eligible enrollees access to Medicaid covered services in a timely and efficient manner. Therefore, the TPP will require (for Taxi/Livery) TPs to enter specific zip codes under each county listing that indicates where the TP is available to accept the Medicaid Trip assignment. This option is available to Ambulette (including Ambulette/Livery) and Ambulance companies (including their stretcher work) but is not required. This program will reduce and/or eliminate the number of reassignments currently being experienced by Medicaid enrollees.

2. **Trip re-assignments will be reported to the NYSDOH? Does that mean a TP will be in trouble with NYSDOH for re-assigning a Medicaid trip?**

A TP should always act in the best interest of the Medicaid enrollee. If a TP determines that they cannot complete a trip safely or timely they should contact MAS immediately to re-assign the trip. MAS has always been required to report Medicaid re-assignments to NYSDOH, this is not a change.

3. **What happens if a Medicaid enrollee or medical provider requests a TP whose TPP doesn't include the pick up or drop off zip code for a Medicaid Trip assignment.**

The zip codes indicated on the TPP indicate the zip codes in which a TP is willing to pick up a Medicaid Trip. If a TP is willing to accept trips from a medical facility located in a zip code the TP does not regularly serve, the TP should contact their Field Liaison to facilitate this arrangement. A drop off zip code not listed will not interfere with a trip assignment as long as the pick-up zip code is listed. TPs at the taxi/Livery only level will only be assigned trips in the zip codes they indicate on their TPP or notify MAS concerning a particular medical facility. Ambulette and Ambulance companies can choose to have MAS only assign trips to them in the zip codes (and medical facilities) they indicate or cannot activate their TPPs and continue to receive Medicaid trip assignments county wide in the counties they indicate they service, just like it has worked up to this point.

4. **How often are TPs who participate in the TPP update program required to check the MAS website for Trip Assignments?**

*TPs will have a minimum of two hours from assignment time to pick-up time for all assigned trips. TPs have the option to not accept same day trip assignments by indicating so on their TPP. (**TPs can change their same day and next day availability at any time and as many times as they want).** An API connection between a TP and MAS could eliminate a TP's need to check the MAS website. MAS / TP information exchange would be automated, faster, more accurate and continues. Please see question 15 below for more information about an API connection with MAS.*

Ambulette and Ambulance TPs not participating in the update would continue "business as usual."

5. **What if there's a need for a trip reassignment due to reasons beyond the TP's control?**

TPs should always act in the best interest of the Medicaid enrollee. If an unpredictable circumstance occurs and a trip reassignment seems to be in the best interest of the Medicaid enrollee, then the TP should immediately contact MAS whether they are participating in the TPP update or not!

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6. How does a TP determine their Trip Capacity?

TPs have a strong general sense of their usual daily trip capacity and should indicate such. Please note there is not a limit to the number of times a TP can change their daily trip capacity. The TP also has control over continuing to be available for same day and next day trips and can also change this choice an unlimited amount of times. A good way to determine trip capacity is for a TP to look up their past daily Medicaid trips. **(MAS Field Liaisons can help a TP do this in person or over the phone – please contact your Field Liaison.)** *The NYSDOH has determined that trip reassignments are generally not conducive to the Medicaid Transportation Program's mission of providing eligible enrollees access to Medicaid covered services.*

Although updating the TPP will require Ambulance and Ambulette companies to indicate their daily trip maximums (that can be changed at any time), this maximum will not affect the number of Medicaid trip assignments they can receive.

7. Does Trip Capacity indicate each leg or round trips?

Trip capacity is exactly that – trip capacity (how many trips) regardless of the number of legs on each trip.

8. Do both trip legs have to be within the Trip Assignment Availability hours indicated on the TPP?
Yes

9. Will all TPs be required to follow these new guidelines?

All Taxi/Livery TPs are required to follow these guidelines as of June 26th, 2018. Ambulette and Ambulance companies can voluntarily activate their updated TPP to only receive trips within the indicated zip codes and trip maximums on June 26.. No further action is required of Ambulette and/or Ambulance providers who choose not to activate their TPP update on June 26th. Do nothing and it will be "business as usual."

10. What happens to trips that have been assigned prior to the go-live date of June 26, 2018?

All trips assigned prior to June 26, 2018 will not be affected by this update including standing orders.

11. How do TPs with more than one level of service comply with these guidelines?

TPs providing more than one level of service should contact their MAS Field Liaison for a training session.

12. I'm currently the TP for a Group Ride. Are Group Ride trips figured into my Daily Trip Capacity?

Yes, Daily Trip Capacity refers to the total number of trips a TP can complete.

13. In some cases Ambulance services operate under Certificates of Need, there are some areas that have multiple CON holders and some that have only one, how should I manage my profile regarding local regulations?

Trip assignments from the Medicaid transportation program do not relieve TPs from the rules and regulations of their industry. A TP should contact MAS to re-assign trips they are not authorized to complete. Ambulance companies are not required to activate their TPPs on June 26, 2018. They should continue "business as usual."

14. What if a TP serves a medical facility in a particular zip code, but does not want any other Medicaid trip assignments in that zip code?

If a TP serves a medical facility located in a zip code they otherwise do not cover, they should contact their Field Liaison to facilitate only receiving trip assignments for the medical facility they serve.

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15. How can a TP electronically communicate with MAS about trip assignments, trip changes, trip cancellations, corrections, attestations, etc. What is this called – How can I find out more?

This type of communication is called an API connection. Hundreds of TPs are taking advantage of this technology right now to save money, be more efficient and grow their businesses. Many TPs have this connectivity to MAS through their routing and or billing companies and some have it directly with MAS. An API connection with MAS helps a transportation company with;

1. **Integration:** A MAS API connection can easily integrate your site or application into the API data exchange. Yes – that means you have the freedom to continue using your current system. You can stop re-entering information from one system to the other.

2. **Security:** Using a secure data key on all transactions ensures the integrity of the data passed between your System and the MAS Transportation System. Fewer hands and eyes involved in processing your Medicaid transportation information. The MAS API connection is HIPPA compliant.

3. **Efficiency:** Real-Time updates of information on both side, giving you better information to run your operation. You will electronically receive and import to your systems MAS trip assignments, cancellations and changes every minute of every day. Your Medicaid trip attestations, correction requests, GPS information, etc. arrive and update your information on the MAS Medicaid Transportation Management System (MAS System) in seconds.

4. **Automation:** Let a MAS API connection allow your technology systems communicate instantly with the MAS System freeing your employees for other tasks and more product.

5. **Accuracy:** No more lost paperwork, key stroke errors, mixing up invoices or training new hires for these tasks.

To find out more go to www.medanswering.com/transportationproviders/policy&Procedure.

Find Transportation Provider API Instructions Manual. 2.13.2018

16. If an enrollee or Medical Provider requests my company for a Standing Order does my availability have to be open for each day of that standing order?

Yes, a TP's hours of operation for each day directly reflects if a trip can be assigned to the TP.

17. If I receive a trip from MAS that was scheduled with my company by a Medical Provider but I would like to determine if the Medical Provider is willing to adjust the time, can I contact the Medical Provider directly?

Yes, if a TP has a prior authorized trip from MAS and they want to confirm an adjustment to the pickup time, they are encouraged to communicate with the Medical Provider to be sure the best interest of the enrollee and the Medicaid Program are being met.