

Please review the below ALERT from New York Department of Health in consultation with the Office of the Medicaid Inspector General reminding transportation providers of their record keeping requirements

ALERT

Transportation Provider Record Keeping Requirements for Ambulette, Taxi/Livery Providers

This is a reminder to transportation providers that Department regulations (Title 18 NYCRR §504.3(a) and 517.3(b)) require that each transportation provider record the documentation listed below for each leg of a trip and maintain this documentation for a period of six years following the date of payment.

The Department requires the full printed name and signature of the driver providing the transport certifying that the referenced trip was completed. The full list of required trip verification information includes:

- **The Medicaid enrollee's name and Medicaid identification number;**
- **The date of the transport;**
- **Both the origination of the trip and time of pickup;**
- **Both the destination of the trip and time of drop off;**
- **The vehicle license plate number;**
- **The driver's license number;**
- **Both the full printed name and signature of the driver providing the transport; and**
- **An attestation from the driver that the trip was completed.**

The Department allows transportation providers to comply with these record keeping requirements by: (1) substituting the written signature of the driver providing the transport with a unique identifying electronic signature, and (2) requiring drivers to attest that the trip has been completed by using an electronic verification transmission that records both the trip drop-off and pick-up destination coordinates.

Therefore, the driver "clicking" to confirm trip completion verification at the end of each ride can be used as long as it satisfies the Department's requirement for a "contemporaneous, complete, acceptable, verifiable" record that the driver has both provided the trip and attested to its completion to support Medicaid claims - and that the transportation provider can produce this documentation with an accurate, system-generated, unmodifiable date and time stamp for each leg of a billable trip, including the pickup and drop-off, for the required six-year period.

If any of the required information is incomplete or deemed to be unacceptable or false, any relevant paid reimbursement will be recouped. The provider may also be subject to other statutory or regulatory liabilities, financial damages, and sanctions, including possible criminal prosecution.

The following items presented as the only evidence of a trip are not considered acceptable documentation. However, these documents may be considered supplemental to the additional required documentation and can be presented to supplement required documentation:

- A driver/vehicle manifest or dispatch sheet;
- Issuance of a prior authorization by an approved official with subsequent checkmarks;
- A prior authorization roster; and
- An attendance log from a day program.