



## Preferred Provider Opportunities (PPO)

PPOs are designed to promote collaboration between medical facilities and transportation providers to improve communication and operational practices that result in better access to healthcare for Medicaid enrollees. As the New York State Department of Health Prior Authorization Agent, MAS is tasked with organizing the PPO Process. Once established, PPOs are monitored by the NYSDOH to ensure collaboration benefiting Medicaid enrollees' access to healthcare is being achieved. Regular Stakeholder meetings are mandatory to ensure challenges and concerns of all parties are addressed. Furthermore, quality assurance and Medicaid enrollee satisfaction are measured regularly to determine the program's success in meeting its goals.

## Transportation Providers – Why apply for participation in a PPO?

### » ENHANCED RELATIONSHIPS WITH MEDICAL FACILITIES

- Streamlined access to key medical facility personnel within the program for real time solutions to resolve concerns with enrollees and no shows.
- Key medical facility personnel commitment to working with TP to ensure accurate trip details and timeliness of Medicaid enrollee appointments.
- Medical and transportation providers collaborate to meet the needs of all enrollees.
- Medical facilities may ask for your company to provide Medicaid transportation outside of the PPO as they come to know and respect your high-quality service.

### » CONSISTENCY

- PPO transports are more predictable and follow a pattern of service that can be relied upon.
- Trip Invoice volume is steady and regular, allowing maximization of resources.
- Pick-up and destination addresses are close together to allow multi-loading.
- Participating Medicaid Enrollees are consistent which helps to minimize no-shows, delays and to maximize multi-loading.

### » PPOs HAVE FLAT RATE PER LEG PRICING

- Unlike Medicaid base and mileage pricing where only one mileage charge is allowed at a time, each enrollee pick up results in the full price per leg payment.
- Ability to increase margins by multi-loading while maintaining NYSDOH Bureau of Medicaid Transportation policy.
- With TP effective communication, facilities are committed to a 'no-show' intervention policy to minimize/eliminate re-occurring empty trips.

» **STRATEGIC AND SUCCESSFUL BUSINESS PLANS**

- Ongoing reviews from medical facilities, NYSDOH and MAS bring regular feedback of areas in need of improvement as well as recognition of excellent customer service.
- Facilities expedite the dropping off and picking up of enrollees at the facility. Even with multi-loading the TP should spend no more than 15 minutes on either end of the trip leg.
- Enrollees you provide service to in the PPO may ask for you company for non-PPO Medicaid Transportation.

## Transportation Providers – What are my obligations as a PPO TP?

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- » Consistency for the Medicaid enrollee and medical provider is important – **No PPO Trip Invoice can be refused or reassigned!**
- » Maintaining compliance with all NYS Medicaid NEMT policies and procedures
- » On time performance for picking up enrollees - within 15 minutes of scheduled pick-up time.
- » All vehicles are required to have GPS and reporting data prior to the first day of PPO service.
- » NYSDOH, the medical facilities and the Transportation Providers will be required to attend stakeholder meetings regularly. Such meetings will be facilitated and monitored by MAS and the New York State Department of Health.
- » Excellent, frequent, and appropriate communication between the TP and medical facility is expected and required.

## Preferred Provider Opportunity Structure

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*This PPO opportunity provides Medicaid Transportation for Medicaid enrollees residing in Niagara, Erie, Cattaraugus, Orleans, Genesee, Wyoming and Allegany Counties traveling to any of the following facilities:*

- **Northpoint Council Inc.:** 1001 11th St, Niagara Falls, NY 14301 (Niagara County)
- **Safe Point Light House:** 303 Main St, Dunkirk, NY 14048 (Chautauqua County)
- **DART:** 1237 Main St, Buffalo, NY 14209 (Erie County)
- **Pathways – Buffalo:** 158 Holden St, Buffalo, NY 114214 (Erie County)
- **Pathways – Amherst:** 210 John Glenn Dr, Amherst, NY 14228 (Erie County)
- **Promesa:** 254 Virginia St, Buffalo, NY 14201 (Erie County)
- **BestSelf Behavioral Health:** 3176 Abbott Rd, Orchard Park, NY 14127 (Erie County)
- **GCASA:** 430 E Main St, Batavia, NY 14020 (Genesee County)

## Estimated Timeline of PPO:

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- The request for submissions will be presented on or around April 17.
- Interested Transportation Providers will have up to two weeks to submit a response.
- Decisions made by the NYSDOH will be communicated to the awarded companies in early May.
- Operational implementation by early June.

## Next Steps:

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- Follow-up information will be provided on an on-going basis until the PPO begins.
- All inquiries and questions can be sent back to this email address [ppo@medanswering.com](mailto:ppo@medanswering.com)
- Questions will be answered in a FAQ (Frequently Asked Questions) document and funnelled back to all providers through the Portal.
- MAS will be hosting a **Town Hall Meeting** for everyone looking to learn more, ask questions and meet some of the people from participating medical programs

**Wednesday April 19<sup>th</sup>**

**HYATT PLACE – Buffalo**

**1520 Main Street, Amherst NY 14226**

**Session One – 10:00 AM – 11:30 AM**

**Session Two – 1:00 PM – 2:30 PM**