



Medical Answering Services, LLC.

• TRANSPORTATION MANAGEMENT

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COMMERCIAL TRAVEL LONG DISTANCE TRAVEL POLICY

Medical Answering Services, LLC. (MAS) on behalf of the NYSDOH provides transportation for Medicaid Enrollees via commercial travel for longer distance transportation when transportation beyond the Medicaid Enrollee's common medical marketing area is necessary and approved. Commercial travel is a cost effective means of transportation often used by people to travel longer distances at a reasonable cost.

NYSDOH requires MAS to have appropriate documentation before scheduling long distance travel. All travel arrangements must be made sufficiently in advance of the travel date to ensure that all approvals and arrangements are in-place and can be communicated to the Medicaid Enrollee prior to the travel date.

Effective January 1, 2013, at the direction of the NYSDOH, all commercial travel for long distance or out of county must be requested no later than seven (7) business days prior to the travel date to ensure all approvals and arrangements are in place *unless the travel is for last minute urgent medical care.*

Frequently Asked Questions

Q: What type of information does MAS need to arrange long distance commercial travel?

A: Minimally, MAS requires an out of county form completed by a local medical provider or a local referring medical provider indicating the request for out of county travel is medically necessary and that the care is not available locally or at a closer location than requested.

Q: Why does the request have to be in seven (7) business days in advance?

A: MAS needs to schedule travel through commercial vendors well in advance of the trip and obtain confirmation numbers for ticketing to the Medicaid Enrollee so the tickets can be picked up advance or at the time of travel. Additionally, arrangements such as lodging reservations and local transportation need to be made well in advance to avoid complications.