




- ANSWERING SERVICES
-  MEDICAL ALARMS (PERS)
- TRANSPORTATION MANAGEMENT

PHONE 315.701.7551/800.850.5340 • P.O. BOX 11998 SYRACUSE, NEW YORK 13218 • FAX 315.475.8123

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## **MILEAGE POLICY**

Medical Answering Services, LLC. (MAS) provides prior authorizations to Medicaid transportation vendors for billable mileage in accordance with all NYSDOH policies, rules and regulations. Effective July 1, 2011, at the direction of the NYSDOH, MAS incorporated a mileage calculation system into their software to specify billable mileage for all trips where mileage is allowed.

All transportation vendors are to bill mileage using the MAS calculated mileage for all trips where mileage is specified. MAS understands that with any computer-generated mileage calculation system, variances may occur and that thoughtful human intervention to determine the most practical route may be required. Additionally, MAS believes that there is a systemic advantage to using one mileage calculation program to ensure accuracy and overall consistency with appropriate human oversight.

For each applicable trip, transportation vendors should review the MAS-calculated loaded distance and confirm its accuracy during the trip attestation process. Where the difference between the MAS-calculated mileage and the actual mileage travelled for the trip leg is three (3) miles more or less per trip leg, a transportation vendor may submit a trip correction to MAS in accordance with all policies and procedures for submitting trip corrections. Below is the process by which such correction requests will be handled:

1. The transportation vendor may submit a correction request for a trip with a minimum of 3 miles difference per trip leg. The correction must include a description of the route taken or reason for the identified variance. For example, instead of following the route described by MapQuest which takes you through the City, the vendor went I-87 to I-90 to Exit 5, which is 5 miles more but 10 minutes faster.
2. MAS will review the correction request including the route description. Where no route description is included, the correction request will be denied.
3. MAS will seek input from NYSDOH and/or alternate mapping programs chosen by MAS as necessary.
4. If acceptable, MAS will adjust the approved mileage.
5. Upon completion of the correction request and any mileage adjustment, the Medicaid transportation vendor will attest to the trip ensuring that the information is accurate.

Please note that a transportation vendor may submit a claim containing **less** mileage than specified by MAS, but should notify MAS of the discrepancy.

### **Frequently Asked Questions**

- Q: Is there a policy in place that transportation must be provided by the shortest distance, time etc. or is it at the transportation vendor's discretion which route they take?
- A: Medicaid policy indicates the vendor must, generally, take the most direct route. But, Medicaid will consider payment of the longer mileage if there is a longer but more appropriate route to take.
- Q: The mileage authorized by MAS is 15 but the trip was 36 miles. What should I do?
- A: Transportation vendors should accept the mileage determined by MAS, unless the vendor finds that the actual number of miles traveled is significantly different than the number assigned by MAS. If the vendor believes there a substantial variance, the vendor may request a trip correction detailing that the trip was 20 miles and the route taken or reason for the extra mileage (for example, road construction on Smith





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Street resulted in a 3 mile detour). The level of significance is at the **vendor's** discretion. The vendor always has the right to dispute the mileage amount, and to be educated on how the MAS mileage program works.

Q: The mileage authorized by MAS is 20 but the trip was 16 miles. What should I do?

A: You should submit a claim to the Medicaid program for the 16 miles as Medicaid policy indicates you are to bill only for the number of miles you drove with the Medicaid enrollee in the vehicle. Please send an email to your county's designated MAS supervisor advising him or her of the discrepancy so future trips can be reviewed.

Q: The trip information from MAS indicated the appointment was at 15 Pine Street, but the trip was at 15 Pine Avenue, resulting in an extra 13 miles one way. Can I bill for the additional miles?

A: This can be considered on an individual trip basis. Please understand that MAS assigns the trips based upon information provided by the requestor. In this case, please submit a trip correction and advise us of the reason for the additional miles.

If you have any questions, please consult the MAS team in place for your county.