



• ANSWERING SERVICES



• MEDICAL ALARMS (PERS)

• TRANSPORTATION MANAGEMENT

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To: Westchester County Medicaid Transportation Providers  
From: Wayne Freeman  
Subject: Prior Authorizations for Dates of Service On or After October 1, 2011  
Date: September 13, 2011

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Per NYSDOH effective October 1, 2011 do not bill any **existing prior authorizations** for dates of service on or after October 1, 2011 unless they were provided to your company by MAS. If you continue to provide service and/or bill on an existing prior approval that was not provided by MAS, you may not get paid.

#### **Why is this change occurring?**

NYSDOH has determined that MAS must provide new prior approvals to ensure that Medicaid Transportation is being used for approved Medicaid-covered services.

#### **Can transportation providers request prior approvals for Medicaid Enrollees?**

No, they cannot, but for critical services such as dialysis and other standing orders, please provide the following information to Kim Gonzalez by email at [kgonzalez@medanswering.com](mailto:kgonzalez@medanswering.com). Ms. Gonzalez will need, minimally:

- the Medicaid enrollee's client identification number and first and last names,
- service for which transportation is provided,
- destination, and
- date/s of service.

In turn, Ms. Gonzalez and her staff will contact the medical provider for additional information to generate a necessary prior authorization for transportation to Medicaid-covered services. MAS will verify that the level of transportation service requested is medically necessary for each enrollee. The trips will be assigned to the medical provider's or Medicaid enrollee's provider of choice at the medically appropriate mode of transportation as deemed necessary by MAS.

#### **How will transportation for dates of service on or after October 1, 2011 be scheduled?**

For dates of service on or after October 1, 2011, medical providers, Medicaid enrollees and their authorized agents must schedule transportation for Medicaid-covered services by calling MAS at (866) 883-7865.

***Note that these individuals can contact MAS to schedule this transportation now.***

#### **Is MAS going to notify medical providers of this change?**

Yes, a separate notice to medical providers will be sent by MAS. However, you may also want to tell your medical provider contacts about this important change.

If you have any questions about this important change please contact Heidi Seney of NYSDOH via email ([medtrans@health.state.ny.us](mailto:medtrans@health.state.ny.us)) or telephone to (518) 473-2160 or me at [wfreeman@medanswering.com](mailto:wfreeman@medanswering.com) or at (315) 701-7009.