




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

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To: All Transportation Providers  
From: Wayne Freeman  
Subject: Transportation of Individuals with Retroactive Medicaid Eligibility and Unmet Spend-down  
Date: October 7, 2011

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Medical Answering Services (MAS) cannot schedule transportation on behalf of patients who do not have **active** Medicaid. These individuals appear on the MAS system as ineligible. Individuals with pending Medicaid do not appear on the MAS website or in NYS Medicaid system and do not have an active Medicaid identification number assigned to them.

Transportation vendors **may** transport such individuals if they so choose, but are reminded that they are at risk of non-payment if, once established, Medicaid eligibility does not include the service date/s.

Please remember that it is the responsibility of the transportation vendor to verify one's Medicaid eligibility on the **date of service**.

Once an individual has active Medicaid eligibility, their trips are to be scheduled through MAS.

#### Process for Requesting Prior Authorization After the Trip Occurs

To request prior authorization after a trip occurs, due to the Medicaid enrollee's pending Medicaid eligibility status on the date of service, a request should be submitted to Heidi Seney of the NYSDOH Medicaid Transportation Policy Unit via fax to (518) 486-2495 or email to [MedTrans@health.state.ny.us](mailto:MedTrans@health.state.ny.us). Ms. Seney will analyze the dates on the request to ensure compliance with policy illustrated in the Transportation Provider Policy Manual, available online at <http://www.emedny.org/ProviderManuals/Transportation/index.html>, and advise the transportation vendor directly of the Department's determination.

Per NYSDOH, if the Medicaid program authorizes payment for a trip pursuant to the above process, any payment for the trip previously received by the transportation vendor from a facility, medical provider, or Medicaid enrollee or their representative, must be returned to the payer immediately as Medicaid payment represents payment in full.

Questions may be referred to Ms. Seney at (518) 473-2160 or via email to the address above.

#### Prior Authorization for Individuals Having an Unmet Spend-down

If a transportation vendor transports a Medicaid Enrollee that is currently ineligible due to an unmet spend-down (i.e., provisional Medicaid) the vendor is at risk of non-payment. However, a medical provider or a Medicaid Enrollee may contact an MAS supervisor to schedule a trip for a Medicaid Enrollee that with a spend-down that has not yet been met. MAS may use the trip status of Ineligible/Proceed if, after consultation with the applicable governmental entity, it is deemed appropriate to do so. Note that this often occurs with dialysis patients.

When the Ineligible/Proceed status is applied it is the **transportation vendor's** responsibility to notify MAS of any eligibility status change so the trip can be changed to eligible and therefore allowed to pass through to the State's eMedNY processing system.

If you have any questions, please contact your county's Medicaid Supervisor.