




- 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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To: All Transportation Providers  
From: Wayne Freeman  
Subject: Medicaid Transportation - Regular Business Hours  
Date: October 21, 2011

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MAS will be implementing the following policy change regarding after-hours transportation as directed by the NYSDOH in all counties managed by MAS for all trips on or after November 1, 2011.

### **Designated Regular Business Hours for Transportation Services**

**Effective November 1, 2011**, the Department of Health (DOH) has established **0700 (7:00 a.m.) to 1800 (6:00 p.m.)**, Monday through Friday, as regular business hours.

In counties where an after-hours fee has been established by DOH, for trips to **medical appointments** that occur outside this timeframe, with the exception of transportation to dialysis and adult day health care, MAS will authorize the applicable after-hours procedure code/modifier combination.

Please note that the time the Medicaid enrollee is picked up at his or her medical appointment will designate whether the after-hours policy applies. When a vendor requests the after-hours fee because the enrollee was picked up outside the regular business hours designated by DOH, the vendor must provide detailed information about why the pickup time occurred outside regular business hours. When the explanation is deemed acceptable, MAS will be authorized to approve the applicable after-hours procedure code/modifier combination.

Further, the DOH is aware that many clinics and medical providers are offering later appointments for the general public. DOH will continue to monitor this availability and will make necessary adjustments to this policy when needed.

Comments regarding this change should be directed to Heidi Seney of the DOH Medicaid Transportation Policy Unit via telephone to (518) 473-2160 or email to [MedTrans@health.state.ny.us](mailto:MedTrans@health.state.ny.us).

### **Questions Regarding After-Hours transportation**

**Question:** Does this affect transportation on weekends or holidays where there is a separate HCPCS code covering the transportation for the weekend or holiday?

**Answer:** This change establishing a uniform after-hours policy for after-hours transportation is for transportation that occurs Monday through Friday during the regular business week. In counties where there are established fees for weekends and holidays, the HCPCS codes and the billing will remain the same.

**Question:** What does the exception to dialysis and adult day health care refer to?

**Answer:** In some counties there are established fees and HCPCS codes for dialysis transportation that are different from routine transportation. All dialysis transportation will remain as it currently is and the after-hours policy will be applied accordingly in counties where there is an established after-hours fee. Adult day health care transportation will continue to be authorized at the currently-established fee for each county.

**Question:** What if I get a call for a will-call return trip before **0700 (7:00 a.m.)**?

**Answer:** The trip will be paid at the after-hours fee if the call for return transportation is requested by the medical provider during the established after-hours timeframe.



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**Question:** What if I get the call for a will-call return trip before **1800 (6:00 p.m.)** but I do not start the trip until after 1800 or I start the trip before 1800 and do not complete the trip until after 1800 hours?

**Answer:** The trip will be paid at the NYSDOH fee at the time the trip is requested.