



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

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To: Transportation Vendors  
From: Wayne Freeman  
Date: December 2, 2011  
Subject: Elimination of batch faxes for trip notification

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Effective Thursday December 15, 2011, MAS will no longer batch fax trips to transportation providers in Rockland and Westchester counties. There is no government policy that a transportation provider must have a fax from MAS before doing a trip for a Medicaid Enrollee. It will be mandatory for transportation providers to use the MAS website to receive trip notification for all transportation except for same day and next morning trips

MAS will continue to call transportation providers for same day trips, last minute trips and next morning trips. MAS will call transportation providers (if the transportation provider is available) for next morning trips or early next business day trips. Same day trips or last minute trips can be faxed to transportation providers, if requested. All trips scheduled by MAS are available 24/7 on the MAS website.

From the MAS website you can print or download all of your trips in a number of ways;

1. **Print individual trip records.** Click the View/Edit Trips link and go to the Find Trip Authorizations screen. Select the County you want to look up trips for or leave the County selection as Any. On the Service Starts line, enter the date or dates. Click Find Trips. A list of trips will appear. You can batch print all trips or click on individual Rec. IDs and print individual trips.
2. **Print Vendor Dispatch Roster.** Click Medicaid Menu. Click Print Vendor Dispatch Roster. Select the County to list trips and check Include all counties for provider (to select all counties at one time). Enter Service Date, click display Roster.
3. **Export trips to a file.** Click Transportation Provider Vendor Trip Export (HCPCS). Select the county you want to export trips for. Select the Service Date. Include any other specific criteria you need for your download. Click Export Trips.

If you have any questions regarding this change or need additional MAS system training, send an email to [info@medanswering.com](mailto:info@medanswering.com) or call Wayne Freeman at 315-701-7009. Wayne Freeman, Russ Maxwell or another MAS team member will contact you.

This policy has been reviewed and approved by NYSDOH.

Mandatory use of MAS website to receive trip notification for all transportation/elimination of faxes for trip notification except for same day and next morning trips