

**NEW YORK**  
state department of  
**HEALTH**

Nirav R. Shah, M.D., M.P.H.  
Commissioner

Sue Kelly  
Executive Deputy Commissioner

December 14, 2011

Dear Medicaid Transportation Vendor:

Effective January 1, 2012, a change will take place to the non-emergency transportation program in Rensselaer and Schenectady Counties. Please read this letter in its entirety for clarification and to help determine the impact this change may have on your company.

**As of January 1, 2012, Access Transit will no longer process requests for Medicaid transportation.** The Department of Health (DOH) has selected Medical Answering Services, LLC (MAS), to commence transportation management operations under the guidance of DOH transportation staff on January 1, 2012 in Rensselaer and Schenectady Counties. Currently, MAS manages Medicaid transportation of enrollees in Albany, Columbia, Greene, Fulton, Montgomery, Warren and Washington Counties; as well as twenty (20) other counties throughout the State.

Some transportation vendors have asked DOH if MAS is going to provide transportation using its own vehicles. MAS has no vehicles and will not provide transportation in competition with existing Medicaid-enrolled transportation vendors. Rather, through this contract with DOH, MAS is primarily tasked with:

- accepting requests for non-emergency Medicaid-funded transportation in their Syracuse-based call center, or via fax, web or email;
- disseminating approvable trips based first upon the medically appropriate mode of transportation, then by enrollee's choice among participating vendors, medical provider's choice among participating vendors, and finally, where no choice is expressed, rotation among participating vendors;
- generating prior authorizations according to the parameters set forth by the DOH;
- accepting, investigating and resolving complaints from Medicaid enrollees, medical providers and transportation vendors;
- developing grouped rides to common medical destinations;
- proposing potential cost savings initiatives to DOH; and
- performing quality assurance surveys.

Some transportation vendors have asked DOH if there are any requirements to be used under by MAS this new system. Please understand that there are **no additional requirements** for Medicaid-enrolled transportation vendors to participate with MAS. As a Medicaid-enrolled transportation vendor, you are already considered a participant, and MAS will use all existing transportation vendors to the extent possible. Transportation vendors will not need to contract with MAS or complete a new Medicaid enrollment application to receive trip assignments.

Some transportation vendors have asked DOH how MAS will communicate with transportation vendors. All transportation vendors will receive access to MAS' web-based system to attest, cancel or request changes to trips, run reports that may help them better manage their trips, and if desired, communicate with MAS. If the transportation vendor would rather communicate via telephone, fax, email or another method, MAS is flexible and will communicate in the manner prescribed by the vendor.

Some transportation vendors have asked DOH whether MAS will establish new fees for services rendered. MAS will not establish new fees. If and when a vendor feels that a fee change is necessary, the vendor should appeal to the DOH, not the county social services agency, via email to [MedTrans@health.state.ny.us](mailto:MedTrans@health.state.ny.us).

### **Trip Authorization Process**

Effective January 1, 2012, medical providers based in or Medicaid enrollees under the "fiscal responsibility" of Rensselaer and Schenectady County needing transportation services should call MAS at:

Rensselaer	1-855-852-3293
Schenectady	1-855-852-3291

***If a caller is unsure which number to use, he or she can use either telephone number above. Both telephone numbers go to the same location, but for tracking purposes, separate numbers were requested by the Department of Health.***

MAS call center representatives ask callers a series of questions to determine the medically appropriate mode of transportation, and, where applicable, request that a medical professional confirm the medically necessary mode. Once the medically appropriate mode of transportation has been determined, MAS will assign trips based on first, a Medicaid enrollee's expressed choice of a vendor at the medically appropriate mode. Where no choice is expressed by the enrollee, MAS will assign trips based on the medical provider's expressed choice, and finally, where no choice is expressed by either the enrollee or medical provider, via rotation among all participating transportation vendors.

Please share the dial-in information with any Medicaid enrollees or medical providers you currently service. To request easily disseminated business cards from MAS containing this dial-in information, please contact Mr. Charles "Chas" McCarthy via email to [cmccarthy@medanswering.com](mailto:cmccarthy@medanswering.com) or telephone to (315) 414-9191.

### **MAS Web-Based System**

MAS has built a robust web-based system to disseminate trip assignments according to protocols established by the Department of Health. Transportation vendors will have access to this system to accept trip assignments, request corrections when necessary, and attest to trips.

Upon request, MAS will meet with you individually at your place of business to receive an in-depth training on their web-based system. To schedule an on-site or webinar training session, please contact Mr. Charles “Chas” McCarthy, the Medicaid field liaison, via email to [cmccarthy@medanswering.com](mailto:cmccarthy@medanswering.com) or telephone to (315) 414-9191.

### **Trip Attestation**

For this initiative, the Department of Health (DOH) has established a trip attestation process that requires all non-emergency transportation vendors to identify both the vehicle license plate number and license number of the driver. This data allows the DOH to track data and enhance quality control measures established by the DOH. MAS staff will guide you through the process as necessary.

### **MAS Contact Information**

MAS has organized a team approach to transportation management. Therefore, you may contact any of the following individuals when you have a question or concern about Medicaid transportation:

<b>Name</b>	<b>Title</b>	<b>Email Address</b>	<b>Telephone Number</b>
Kay Orphe	Medicaid Supervisor	<a href="mailto:korphe@medanswering.com">korphe@medanswering.com</a>	(315) 701-7475
Carrie Besaw	Asst. Supervisor	<a href="mailto:cbesaw@medanswering.com">cbesaw@medanswering.com</a>	(315) 299-2758
Notchaca Cosby	Medicaid Director	<a href="mailto:ncosby@medanswering.com">ncosby@medanswering.com</a>	(315) 299-2792
Terri Pulaski	Director of Operations	<a href="mailto:tpulaski@medanswering.com">tpulaski@medanswering.com</a>	(315) 299-2799
Chas McCarthy*	Medicaid Field Liaison	<a href="mailto:cmccarthy@medanswering.com">cmccarthy@medanswering.com</a>	(315) 414-9191
Wayne Freeman	Chief Operations Officer	<a href="mailto:wfreeman@medanswering.com">wfreeman@medanswering.com</a>	(315) 701-7009
Russ Maxwell	President	<a href="mailto:rmaxwell@medanswering.com">rmaxwell@medanswering.com</a>	(716) 983-3726

\* Based in Albany, NY.

This team has been established to ensure an efficient, superior transportation program in Rensselaer and Schenectady Counties. I encourage you to take advantage of this team to meet your needs.

Please understand, if, at any point, you are dissatisfied with the response by MAS or have follow-up questions, you should contact Heidi Seney, of my staff, at (518) 473-2160 or via email to [MedTrans@health.state.ny.us](mailto:MedTrans@health.state.ny.us).

### **Trips with Dates of Service in January 2012 Assigned by Access Transit**

Access Transit will schedule enrollee's trips for dates of service into January 2012, pursuant to their current methodology and responsibility. We will honor these trips and expect them to be performed. **By January 15, 2012, the transportation vendor must send documentation to MAS regarding any trip assigned to them by Access Transit.**

In Microsoft Excel format or hard copy, please submit the trip information you received from Access Transit confirming trip assignment to Wayne Freeman of MAS via either of the methods listed below:

Email: [Wfreeman@medanswering.com](mailto:Wfreeman@medanswering.com)

Fax: (315) 299-2787.

Minimally, MAS will require the following information:

- Patient's Name, Medicaid identification number (CIN), and pickup address;
- Destination address and name of facility where applicable;
- Ordering medical provider if known;
- Date/s of service; and
- Procedure code/s and units.

MAS will add the received trip information to their system subjecting the trip to the requirements of the MAS system as approved by DOH. ***MAS will not accept such information after January 15, 2012.*** If you cannot meet the prescribed January 15 deadline, please contact Heidi Seney, of my staff, via email to [MedTrans@health.state.ny.us](mailto:MedTrans@health.state.ny.us) and explain the reasons the deadline is not acceptable for your company.

### **Trips with Dates of Service after January 2012 Assigned by Access Transit**

If Access Transit has assigned transportation to you for a trip set to occur beyond January 2012, **a new request must be generated through the MAS processes by the enrollee or medical provider after January 1.**

### **Trips Approved by Access Transit: Service Dates April 27-December 31, 2011**

There will be some trips approved by Access Transit, the Rensselaer and Schenectady County transportation manager through December 31, for which no billable prior authorization has been issued as of January 1. For trips dated on or after April 27, 2011, in Microsoft Excel format or hard copy, please submit the trip information you received from Access Transit confirming trip assignment to Wayne Freeman of MAS via either of the methods listed below:

Email: [Wfreeman@medanswering.com](mailto:Wfreeman@medanswering.com)

Fax: (315) 299-2787.

Minimally, MAS will require the following information:

- Patient's Name, Medicaid identification number (CIN), and pickup address;
- Destination address and name of facility where applicable;
- Ordering medical provider if known;
- Date/s of service; and
- Procedure code/s and units.

For this one-time consideration, MAS will be permitted to authorize these trips through their system.

***MAS will not accept such information after January 15, 2012.*** If you cannot meet the prescribed January 15 deadline, please contact Heidi Seney, of my staff, via email to [MedTrans@health.state.ny.us](mailto:MedTrans@health.state.ny.us) and explain the reasons the deadline is not acceptable for your company.

**Trips Approved by Access Transit: Service Dates Older than April 27, 2011**

If the trip is older than April 27, 2011, and no billable prior authorization has been generated by Access, please send the trip information above to Heidi Seney, of my staff, via email to [MedTrans@health.state.ny.us](mailto:MedTrans@health.state.ny.us) as well as a cover letter detailing the correction/follow-up attempts your company has made. This information should be submitted no later than **January 15, 2012**.

If you cannot meet the prescribed January 15 deadline, please contact Ms. Seney via email to the address above and explain the reasons the deadline is not acceptable for your company.

**Follow-up Questions**

If you have any follow-up questions about this transition, please contact Heidi Seney, of my staff, at (518) 473-2160 or via email to [MedTrans@health.state.ny.us](mailto:MedTrans@health.state.ny.us). Thank you for your cooperation.

Sincerely,



Timothy Perry-Coon, Director  
Medicaid Transportation Policy Unit  
Office of Health Insurance Programs

cc: Commissioner Hall  
Commissioner Packard