

TAXI TRIP UPGRADES TO AMBULETTE

Medical Answering Services (MAS) assigns trips based upon information provided to them during the trip request process. Generally, the mode of transportation is appropriate as assigned.

At the direction of the Department of Health, MAS will not upgrade a designated taxi trip to any other mode for any of the following real examples of requests that have been made:

- Use of vehicle's wheelchair lift to help person access vehicle;
- Enrollee travels with a collapsible wheelchair;
- Enrollee travels with an additional rider;
- Enrollee is ambulatory;
- Trip is long and wait time or unloaded mileage is a factor;
- Vendor has no vehicles available other than an ambulette or ambulance.

If a trip meets approvable criteria, **do not contact the Medicaid enrollee or the medical provider**. Enter a trip correction in the MAS system with specific details about the trip.

- If it meets approvable criteria, MAS will be authorized by DOH to upgrade the trip.
- If the request does not meet approvable criteria, DOH will disapprove the request and MAS will not make the correction, leaving the trip as was originally assigned to be attested.