




- 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

To: All Transportation Providers
From: Wayne Freeman
Subject: Onondaga County Managed Care Transportation Change
Date: February 17, 2012

Effective March 1, 2012 Medical Answering Services (MAS) will be responsible for prior authorizing all non-emergency Medicaid transportation for all managed care plans that provide coverage for Onondaga County Medicaid Enrollees. The transportation portion of the managed care plan contracts will revert to fee for service payments for all non-emergency Medicaid covered trips on or after March 1, 2012.

What does this mean for transportation providers?

All non-emergency Medicaid transportation will need to be prior authorized by MAS in the same manner as fee for service Medicaid transportation for all trips on or after March 1, 2012. You will not contact the managed care providers for any trips that occur on or after March 1, 2012.

Do I need a contract with MAS to transport an Onondaga County Medicaid Managed Care Enrollee for a trip on or after March 1, 2012?

You will not need any contract with MAS to transport Medicaid Managed Care Enrollees on or after March 1, 2012. All transportation will be prior authorized and attested to, through the MAS Transportation Management System and payment will be made through the eMedNY system. This is the same process that is currently in place for Onondaga County fee for service Medicaid Enrollees. All of the NYS rules, regulation and policies for prior authorization and payment will be in effect. This includes but is not limited to the assignment of trips, Enrollee choice, medical provider choice or rotation.

What telephone number should Medicaid Managed Care Enrollees call for transportation?

The managed care plans have been given the toll-free telephone number 855-852-3287 by NYSDOH to distribute to their people. Our 315-701-7500 is also available to the Medicaid Enrollees to use. All other telephone numbers you use to contact MAS will still work.

Is there a transition period for Medicaid Managed Care Enrollee transportation?

Since the MAS telephone lines are not officially open for the Medicaid Managed Care Enrollees to use before March 1, 2012, there will be a brief transition period during the month of March where we will accept trip information from transportation providers for Medicaid Managed Care Enrollees. We do not want Medicaid Managed Care Enrollees to miss their qualified medical appointments.

If a transportation provider knows about standing orders for Medicaid Managed Care Enrollees or other qualified medical appointment at the beginning of March you may give them to us so we can confirm the transportation is for a Medicaid covered service and enter the information in our system so you can get paid.

The easiest way to get this information to MAS is to download the Transportation Request Spreadsheet or Transportation Request Form from the MAS Documents and Forms section of our website. Complete the form with all necessary information. The trip information can be sent to Supervisor Sierra Floyd by fax at 315-299-2786 or email to sfloyd@medanswering.com. Ms. Floyd's direct telephone number is 315-299-2783 if you have any questions.

During the very brief transition period during March, 2012 this is the only time we will take transportation trip information from transportation providers for Medicaid Enrollees. Remember all non-emergency Medicaid transportation must called in by the Medicaid Enrollee or a medical provider before the trip takes place.

If you have any other questions or concerns about this Medicaid transportation change, please contact me at wfreeman@medanswering.com.