

## **Welcome to Medical Answering Services.**

As a registered Medicaid transportation vendor with the State of New York, you have access to Medical Answering Services website to view and attest to prior authorized trips assigned to your company. Once MAS has received all necessary information, you will be assigned a login and password to enter into the MAS website for all individuals requested by your company.

*\*\*To obtain login information please contact your county field liaison for assistance.\*\**

### **In order to utilize the MAS website correctly...**

- Enter [www.medanswering.com](http://www.medanswering.com) into your web browser.
- At this point you are able to view the public portion of the MAS website. Here you can find contact numbers, county supervisor information, forms and more.
- Click on “Secure User Login” in the top right corner of the screen to log in
- Enter your information (not case sensitive) and you will proceed into the MAS website.

*\*\*If you have entered incorrect login information 3 times you will be locked out and will need to contact MAS to reset your account\*\**

### **Adding drivers and vehicles to your company profile...**

- You are now at the Main page of the transportation vendor portion of the MAS website. The first thing you will want to do is enter and save your drivers and vehicles in the MAS system.
- Click on “Medicaid Menu”
- Click on “Add/Edit drivers and vehicles”
- The next screen will be a list of each county your company works in. Click “view/edit” next to each county and enter your drivers and vehicles for each of the counties.
- Once you have clicked “view/edit” it will bring you to a profile page of your company. When you scroll down to the bottom of the page you will see a purple box on the left that has a link “Add Drivers”, click on the link and enter the required information (if any changes need to be made in the future you can follow these same steps and make any necessary adjustments).
- Once you have saved, you can go back to your company’s profile page. Scroll down and you will see a purple box on the right hand side that has a link “Add Vehicles”. Click this link and enter the required information.
- Once you have entered your drivers and vehicles for all your counties the information will be saved in the system. From now on, you will simply need to select the name and vehicle when signing off on the trips instead of entering all this information each time.

### **In order to view your trips on the MAS system...**

- First click “View/Edit Trips”
- The next screen has several different search fields, all of which are to assist you in refining your search. If you do not enter any information and simply click “Find trips”, all your company’s trips will show up. One of the options you will want to utilize the most is the second from the bottom, “Service starts”. There are two boxes to the right, click on the first box, a calendar will pop up, click the starting day you would like to view. In the second box to the right you will want to enter the closing date.
- Once you have entered the information you want to use to refine your search, click “Find trips”, this will bring you to a screen that will have a list of all the trips in the system that are eligible and assigned to your company within the parameters of your search.
- To view an invoice, select the 7 digit number on the left under “Rec ID”.
- This link brings you to the trip invoice including the address, date, time, medical provider, enrollee information, transportation types, and more. This information has been prior authorized by MAS. If there is an issue before the trip occurs, please contact MAS. If you find an error after the service date, please enter a correction when signing off on the trip. If you would like to print the invoice you can click the option at the top of the screen “Provider Print out” when reviewing the invoice. This will allow you to generate a printer friendly version of the invoice.

### **In order to sign off on a trip and generate a PA...**

- First select “Sign Off on Trips”
- This next page will help you refine your search, you can enter names or information to pull up specific invoices or you can pull up a group of invoices based on the search criteria you enter.
- The default setting for the date range is set to begin two weeks prior to the current date of login, if you would like to change the range of the search you can select a different date from the pop up calendars in each of the boxes.
- The “Trip Took Place” option is also defaulted as “Pending” in order to bring up all trips that still need to be attested to. If you would like to view cancelled trips or trips that you have already signed off on you can change the status bubble to “Cancelled” or “Yes”.
- Once you have entered your search criteria select “Find trips” to bring up a list of the trips you want to attest too.
- You will want to review the invoice to make sure all information is correct before attesting to the trip, in order to do this you will need to click on the invoice number link. This will pull up the full invoice for you to review.

*\*\*\*\*If any information is incorrect on the invoice please click “Correction” and type in the issue. MAS will review the correction and make any necessary adjustments within 30 days\*\*\*\**

- Once you have determined all the information is correct you will need to click “Trip sign off”.
- On the next screen you will enter your e-signature to attest that your company completed the trip. In order to attest to the trip you will need to click on the drop down boxes and enter the drivers and vehicles for each leg of the trip. If one leg of the trip was cancelled you can simply select the “deleted” bubble on the left hand side of the screen.
- Once you have entered your drivers and vehicles you will need to visually verify the mileage that MAS calculates for the trip, if this information is correct you will need to click “Submit” and then the trip will be sent to Computer Sciences Corporation to generate a PA for you to bill for the trip.
- The remainder of the billing process is handled through CSC (1-800-343-9000).