



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

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To: All Transportation Providers  
From: Wayne Freeman  
Subject: Ineligible Trips  
Date: April 4, 2012

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Medical Answering Services (MAS) schedules trips for Medicaid Enrollees based on a Medicaid Enrollee's being Medicaid eligible on the day we are setting up a trip. This includes but is not limited to trips for the current month and for future months.

It is the responsibility of all medical providers and transportation providers to verify Medicaid eligibility prior to rendering services. Everyone should be aware that Medicaid eligibility may change on a monthly basis. MAS checks Medicaid eligibility at the beginning of each month and throughout the month as necessary. After Medicaid eligibility is checked, all scheduled trips are compared to current month's Medicaid eligibility. If there is a mis-match with a scheduled trip and Medicaid eligibility, the trip will show up on the "Find Ineligible Trips This Month" list.

All transportation providers have access to "Find Ineligible Trips This Month" in the MAS system. It is on the Medicaid Menu in our system. We provide this tool as a courtesy to the transportation providers to assist them in comparing scheduled trips to Medicaid eligibility changes. This tool is not a substitute for following the NYS regulation for checking Medicaid eligibility.

"Find Ineligible Trips This Month" is designed to assist the transportation providers in identifying trips that they should pay additional attention to and ensure Medicaid eligibility before transporting. We are not suggesting that you just do not show up for a person that shows up on this list. A best practice used by many transportation providers is to check ePace to confirm Medicaid eligibility, contact the Medicaid Enrollee or check with MAS for further information on the scheduled appointments. At the same time to assist us in clearing these trips off your list please let us know if you are aware of information such as the Medicaid Enrollee does not go to the appointments anymore, is in a hospital or is deceased.

Some of the reasons for a Medicaid Enrollees trip to show up on this list include but are not limited to a spend down that has not been met, Medicaid eligibility that must be checked manually, loss or change in Medicaid coverage, enrollment in a managed care plan (in some counties).

If you need additional assistance in using our system, please contact Russ Maxwell at [Rmaxwell@medanswering.com](mailto:Rmaxwell@medanswering.com) to schedule time for additional system training. We will provide you additional training online or we will have one of our field liaisons come to your office to provide you additional system training.