

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

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

Sue Kelly  
Executive Deputy Commissioner

May 21, 2012

Attention: Medicaid Transportation Vendors

Dear Medicaid Transportation Vendors:

Under the Department's contract with Medical Answering Services (MAS), MAS is responsible to manage transportation of counties 97 (NYS Office of Mental Health) and 98 (NYS Office for Persons with Developmental Disabilities) enrollees **residing** in the following counties:

- Albany;
- Broome;
- Cayuga;
- Columbia;
- Dutchess;
- Fulton;
- Greene;
- Montgomery;
- Oneida;
- Onondaga;
- Orange;
- Putnam;
- Rensselaer;
- Rockland;
- Schenectady;
- Schoharie;
- Sullivan;
- Ulster;
- Warren;
- Washington; and
- Westchester.

Both the Office of Mental Health (OMH) and Office for Persons with Developmental Disabilities (OPWDD) have notified their regional office staff of these changes. However, we recommend that if a DSO, for example, contacts you directly to perform a trip on behalf of an affected enrollee residing in one of the aforementioned counties, you ensure that MAS has been contacted for prior authorization.

MAS will also generate prior authorizations for **emergency** ambulance trips after the trip is rendered, as is required for such trips for these two counties. Ambulance services having rendered emergency ambulance trips of county 97 or county 98 enrollees residing in any of the above-referenced counties should, within ninety days of the service date, submit their request for prior authorization to MAS at:

Medical Answering Services, LLC  
Attention: OMH & OPWDD Emergency Ambulance Prior Authorization  
P.O. Box 11998  
Syracuse, NY 13218.

It is important to note that neither OMH nor OPWDD will process prior authorization requests for enrollees residing in the listed counties.

Transportation vendors are hereby reminded that:

- All non-emergency trips in these counties must be prior authorized by MAS. If a vendor provides a trip without prior authorization, the vendor risks non-payment.
- Post-trip prior authorization is generally not available, with few exceptions (i.e., delayed Medicaid eligibility determination; emergency ambulance).
- The vendor remains responsible to meet the eligibility criteria of each applicable agency for whom it provides transportation.

If you have any questions, 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).

Sincerely,

A handwritten signature in black ink, appearing to read "Timothy Perry-Coon". The signature is fluid and cursive, with the first name "Timothy" being more prominent.

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