

March 21, 2012

Wayne Freeman
Chief Operating Officer
Medical Answering Services, LLC

Via Email: wfreeman@medanswering.com

Dear Mr. Freeman:

I am writing with regard to the implementation of grouped rides in counties under the State-procured management of Medical Answering Services (MAS). Below are the Department of Health's primary expectations of these endeavors:

1. In general, Medicaid enrollees will not be on a vehicle longer than one (1) hour, except in circumstances outside the selected vendor's control (e.g., weather events, traffic conditions, etc.).
2. For return trips, the Medicaid enrollee will not be made to wait more than one hour fifteen minutes (1:15:00) for a pick up at their medical site.
3. Neither the Department of Health (DOH) nor MAS can guarantee availability of a group ride on any particular service date. Regardless of the number of riders on any particular route on any particular day, when the selected vendor is assigned a trip to the group destination, the group fee shall be authorized by MAS.
4. MAS remains contractually obligated to group rides to the group destination, as appropriate to each enrollee's necessary mode of transportation.
5. The established fee is considered all-inclusive, i.e., no additional compensation will be paid for additional pickups performed by the selected vendor related to hub-spoke model transportation, add-on mileage, incurred tolls or other otherwise compensable expenses.
6. To ensure adequacy and efficiency of the route, it is expected that the MAS field liaison and/or other designated MAS staff will use the group route at no cost to MAS or DOH on at least three (3) occasions, once prior to the implementation and twice during the first twelve (12) months post-implementation. The field liaison should document the trip, including any perceived quality infractions noted during the ride, number of riders, origination and destination of the trip, and any additional information deemed relevant.
7. Applicable group ride fees related to these endeavors shall be effective for a period of at least twelve (12) months from implementation date without interruption. The DOH will

not entertain any requested fee changes related to the established endeavor during this timeframe.

8. The selected vendor will work in close collaboration with MAS to ensure efficient quality and control measures.
9. DOH reserves the right to cancel the endeavor at the discretion of the DOH, with notice of no more than five (5) business days.
10. The selected vendor must meet all applicable policy requirements related to the vendor's category of service. These general policy requirements are located online in the Transportation Provider Policy Manual.
11. The selected vendor shall not re-assign a group ride for any reason to a sister company or competitor. Rather, the selected vendor will notify MAS when a group ride cannot be accommodated.
12. All applicable licensure requirements are the responsibility of the selected vendor. Neither MAS nor DOH is responsible for any penalty incurred due to the selected vendor's lack of appropriate licensure or other infractions.
13. Transportation vendors not participating in the group endeavor will not be permitted to bill Medicaid at the group fees irrespective of their riders' travel destinations.

If you have any questions, please let me know. Thank you for your cooperation.

Sincerely,

A handwritten signature in black ink that reads "Heidi Seney". The signature is written in a cursive, flowing style.

Heidi Seney
Medicaid Transportation Policy Unit
Office of Health Insurance Programs