



Transportation Vendor Information Regarding Incidents Incurred While Transporting Medicaid Enrollees

MAS is implementing a policy approved by NYSDOH for reporting any incident regarding Medicaid Transportation. Effective September 18, 2013 all transportation providers must submit the following information to MAS in the format outline below to MAS within one business of an incident occurring.

If you have any questions, please contact Jennifer De Lucia at jdelucia@medanswering.com or 315-299-2754.

Motor Vehicle Accidents

The transportation vendor shall notify MAS immediately of any accident having occurred while transporting a Medicaid enrollee, especially those resulting in driver, pedestrian, or passenger injury or fatality. This includes any motor vehicle accident that will be handled without a police report as allowed under NYS Law less than \$1000.00 damage or no personal injury. The transportation vendor shall file a written accident report on the MAS Accident/Incident Report with MAS within 24 hours of the accident. If a police report for a motor vehicle by NYS Law is required a copy of the police report is also required as soon as it available, as is any supporting documentation or Civilian Accident Report forms.

Transportation Provider submits written MAS Transportation Provider Incident Report within 2 business days of incident

Accident/Injury

The transportation vendor shall notify MAS immediately of any accident or injury having occurred while transporting a Medicaid Enrollee or preparing to transport a Medicaid Enrollee including but not limited to escorting the enrollee to or from a vehicle or injuries resulting from equipment use, problems or failures.

Transportation Provider submits written MAS Transportation Provider Incident Report within 1 business days of incident

Moving Violations/Traffic Tickets

The transportation provider shall notify MAS within 24 hours of any moving violations that occur while delivering services. In addition the transportation provider must notify MAS within 24 hours of any traffic tickets for vehicles or driver's that provide services to Medicaid Enrollees regarding vehicle insurance lapse for any vehicle used for transporting Medicaid Enrollees, inspection lapse for any vehicle used for transporting Medicaid Enrollees or any unlicensed or unlicensed or suspended operator tickets for any person that transports Medicaid Enrollees. The transportation vendor must provide a copy of the police summons or Uniform Traffic Ticket within three (3) business days of the moving violation or traffic ticket.

Transportation Provider submits written MAS Transportation Provider Incident Report within 2 business days of incident

Enrollee Misuse or Abuse of the Service

The transportation provider shall notify MAS immediately of an abuse/misuse of services by a Medicaid enrollee, to include but not limited to:

- Enrollee bolting from vehicle,
- witness an enrollee not entering a medical facility after drop-off,
- enrollee requesting a drop off at or pick up from any location other than that noted on the trip assignment,
- verbal or physical abuse from enrollee, directed to other passengers, the driver, or persons outside the vehicle,
- smoking tobacco or marijuana in the vehicle, or,
- transferring and/or selling drugs (whether prescription or illicit) on the vehicle.

Transportation Provider submits written MAS Transportation Provider Incident Report within 2 business days of incident



Medical Answering Services, LLC.

• TRANSPORTATION MANAGEMENT

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Enrollee No-Show

The transportation provider should indicate on the attestation page when an enrollee does not appear outside the residence or medical site for a scheduled transport. With this information, MAS will work with the Department of Health to intervene with the enrollee, and determine if future transportation is needed. Further, if you have specific information of an enrollee who is a consistent no-show, please provide this information to MAS.

Transportation Provider submits information via MAS trip attestation within 1 business days of incident