

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

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

Sue Kelly  
Executive Deputy Commissioner

December 24, 2013

Dear Medicaid Transportation Vendor:

In October 2013, the Health Department (“Department”) conducted a survey on the work of Medical Answering Services (MAS), an entity that contracts with the Department for the provision of transportation management services in the following 24 counties:

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

The Department requested feedback on the responsiveness of and vendor’s overall satisfaction with MAS, and for suggestions of any areas where improvement is needed.

A total of 73 responses were received, the majority expressing positive interaction with MAS staff. Based on the responses, main areas in need of improvement include communication and clarification on the MAS system. Senior MAS staff were sent a summary of the survey responses, and immediately took action to:

- enhance the MAS system to provide clearer user guidance;
- implement a supervisor call queue wherein anyone requesting to speak with a supervisor is transferred to the next available supervisor, thereby eliminating the need to leave a message or delayed response to inquiries;
- instruct its field liaison staff to touch base with vendors and ensure the vendor has contact information and to answer any pressing questions;
- develop educational webinars that explain the work of MAS, how to contact MAS, tutorials on completion of required forms, various procedures, etc.; and
- distribute a mailer to each participating vendor to confirm hours and areas of operation and vendor contact information.

If you have a suggestion where the Medicaid transportation program can be improved, please feel free to contact me at (518) 473-2160 or via email to [MedTrans@health.ny.gov](mailto:MedTrans@health.ny.gov); or contact your MAS field liaison whose contact information can be found online at <https://www.medanswering.com/>. Thank you for your helpful feedback and ongoing cooperation with the Medicaid program.

Sincerely,

A handwritten signature in blue ink, appearing to read "Heidi Seney". The signature is fluid and cursive, with the first name "Heidi" being more prominent than the last name "Seney".

Heidi Seney, Project Manager  
Medicaid Transportation Policy Unit  
Office of Health Insurance Programs