

NEW YORK
state department of
HEALTH

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

Sue Kelly
Executive Deputy Commissioner

April 29, 2014

Dear Medicaid Transportation Vendor:

Trips assigned to your company by Medical Answering Services (MAS), the Health Department's Medicaid transportation manager, are not to be transferred by you to another transportation company. Any trip you are unable to deliver should be returned to the transportation manager for rerouting at least 24 hours prior to the scheduled pickup time.

The Medicaid program does not permit Company A to bill for a trip performed by Company B, even if the two companies are related. Submitting a claim to the Medicaid program for a service not performed by the claimant company is a punishable offense under Title 18 of the New York Code of Rules and Regulations.

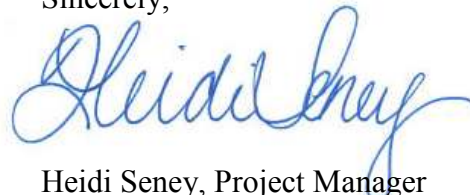
If Company A is unable to perform a trip assigned to them by MAS, Company A must contact MAS **prior to the trip** to advise MAS of the situation. MAS will work to reroute the trip to an appropriate vendor based on the policies of the Medicaid program, including applied freedom of choice at the medically appropriate, most cost effective modality. Please understand that MAS will not reroute a trip to your sibling company based solely on your request, instead MAS will follow the trip assignment protocol established by the Health Department.

All requests for trip reroutes must be done prior to the scheduled pickup time. Should Company B contact MAS after the trip seeking approval of a trip assigned by MAS to Company A, the request will be denied. Such trips will be deemed to have been done without required prior authorization and are therefore not compensable.

Strict adherence to trip assignment protocol is an important quality and safety measure of the Medicaid program. Please understand that instances of Company B performing a trip MAS had assigned to Company A have been and will continue to be immediately referred to the Office of the Medicaid Inspector General.

Questions concerning the trip rerouting process should be referred to MAS. Questions regarding Medicaid transportation policy may be directed to the New York State Health Department at (518) 473-2160 or via email to MedTrans@health.ny.gov.

Sincerely,



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