Welcome to New York State Medicaid Transportation

Chautauqua County Medicaid Enrollees

Here is information to assist you when you request transportation for Medicaid covered services.

Who can get Medicaid Transportation?

Medicaid Enrollees that are eligible for Medicaid transportation may get transportation to and from most medical appointments. However not every Medicaid Enrollee is eligible for Medicaid transportation. Call Medical Answering Services (MAS) to find out if you are eligible for Medicaid transportation.

How do I schedule Medicaid Transportation?

You can call MAS to schedule transportation, send a fax or get a user name and password to set up Medicaid transportation for you and your family at www.medanswering.com. Additionally your medical provider or social service caseworker can contact MAS to schedule Medicaid transportation for you.

All Medicaid trips should be called in at least three (3) days in advance. All trips using public transportation should be called into MAS five (5) days in advance. If you need to go on a long distance trip, please call MAS seven (7) days in advance. Urgent or last minute trips can be requested, but please understand last minute trips requests are difficult to accommodate, especially in rural areas.

When you call to schedule a ride MAS will ask you questions so we can identify who the trip is for. Have the following information handy;

- Medicaid Enrollee's name, birth date and Medicaid identification number; and
- Current telephone number and address .

What level of transportation will I get?

Medicaid Enrollees are expected to go to their medical appointments the same way that they travel to other places on a daily basis. We will set up transportation for you based on your abilities and medical needs.

Generally, Medicaid reimburses for personal vehicle mileage, public bus/mass transit, taxi, ambulatory, wheelchair, stretcher, non-emergency ambulance, commercial air, bus and rail transportation.

Scheduling your trip

To set up your trip, MAS will ask for:

- the type of medical appointment that is being scheduled;
- the name of the doctor, nurse practitioner or physician assistant that you see on a regular basis or we may need the name of the medical provider you are going to see;

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- the date and time of your appointment;
- the address or name of the facility where you need to go; and
- whether any special instructions or additional information necessary to get you to and from your medical appointment.

Will Medicaid pay for long distance transportation out of town?

MAS will arrange long distance trips out of town when medically necessary. Long distance trips out of town may take more time to arrange and need to be scheduled at least one week (7 days) in advance if possible so we have time to make travel arrangements for you.

What forms are required for Medicaid Transportation?

Verification of Transportation Abilities - is required to be on file with MAS for wheelchair, stretcher or ambulance transportation. This is a form your medical provider completes and you or your medical provider returns the form to MAS.

Out of County Form – is a form that is completed when your medical care is not available within you common medical marketing area and you must travel a further distance for appropriate approved care.

What is my Common Medical Marketing Area?

Your common medical marketing area is the geographic location defined by the government that people routinely get their medical care from before travelling a further distance.

What are my responsibilities to use Medicaid transportation?

- All Medicaid transportation needs to be scheduled and approved by MAS prior to the trip occurring.
- All trips should be called in as far in advance as possible.
- You are responsible for being respectful, punctual and prepared for your ride when the transportation provider arrives. You must follow all New York State laws during transportation.
- You should have your Medicaid Card with you when going to and from medical appointments.
- If you need to cancel a trip, please contact MAS as far in advance as possible.
- If you are travelling by private vehicle or public transportation you will need to have your medical provider sign forms that you were seen by a medical provider.
- If we provide you transportation out of town that requires an overnight stay you may also need to submit recipients for hotel stays, meals and other expenses.

What rates will I get reimbursed at if I drive myself or need to stay overnight?

MAS will reimburse travel expenses using the Federal Government guidelines for travel reimbursement.

How do I contact MAS?

You can contact MAS toll free at 1-855-733-9405

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