

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

Howard A. Zucker, M.D., J.D.  
Acting Commissioner of Health

Sue Kelly  
Executive Deputy Commissioner

August 19, 2014

Dear Medicaid Transportation Vendor:

Effective September 1, 2014, a change will take place to the non-emergency Medicaid transportation program in Erie County. Please review this letter in its entirety for clarification and to help determine the impact this change may have on your company.

**As of September 1, 2014, the Center for Transportation Excellence will no longer process requests for Medicaid transportation.** The Department of Health has selected Medical Answering Services, LLC (MAS), to begin non-emergency medical transportation management in Erie County on September 1, 2014. Currently, MAS manages Medicaid transportation of Medicaid enrollees in 54 counties across the State.

**MAS Contact Information**

MAS has organized a team approach to transportation management. Therefore, you should contact any of the following individuals when you have a question or concern about Erie County Medicaid transportation:

Name	Title	Email Address	Telephone Number
Chas McCarthy*	Field Liaison	<a href="mailto:cmccarthy@medanswering.com">cmccarthy@medanswering.com</a>	315-414-9191
Kim Gonzalez	Medicaid Supervisor	<a href="mailto:kgonzalez@medanswering.com">kgonzalez@medanswering.com</a>	315-299-2780
Stephani Crysler	Asst. Supervisor	<a href="mailto:scrysler@medanswering.com">scrysler@medanswering.com</a>	315-299-2743
Presious Floyd	Asst. Supervisor	<a href="mailto:pfloyd@medanswering.com">pfloyd@medanswering.com</a>	315-299-2725
Notchaca Cosby	Medicaid Director	<a href="mailto:ncosby@medanswering.com">ncosby@medanswering.com</a>	315-299-2792
Jennifer deLucia	Compliance Officer	<a href="mailto:jdellucia@medanswering.com">jdellucia@medanswering.com</a>	315-299-2754
Wayne Freeman	Chief Operating Officer	<a href="mailto:wfreeman@medanswering.com">wfreeman@medanswering.com</a>	315-701-7009
Russ Maxwell*	President	<a href="mailto:rmxwell@medanswering.com">rmxwell@medanswering.com</a>	716-983-3726

\* Based in Buffalo, NY.

**Trip Authorization Process**

Effective September 1, 2014, Erie County based medical providers and Medicaid enrollees with eligibility established by Erie County who need Medicaid-funded transportation services, must call MAS at **(800) 651-7040**.

## **MAS Web-Based System**

MAS has a robust web-based system to disseminate trip assignments according to protocols established by the Department of Health. Transportation vendors are to designate users who will access the system to view and accept trip assignments, request corrections when necessary, and attest to completed trips.

Please understand that each approved user is provided a unique logon identifier and initial password, as well as in-person or web-based training. **Logons are not transferrable between employees.**

MAS staff stand ready to meet at your place of business to conduct training on use of the system, or can provide any information you might need via telephone or webinar. Please contact any member of the MAS team to schedule training.

## **Trip Attestation**

The Department of Health requires that transportation vendors attest to assigned trips as either complete, no-show or cancelled. This information allows the Department of Health to track data and achieve quality assurance standards.

Please note that a vendor has thirty days from the service date to attest to the trip, pursuant to State regulation at 18 NYCRR §540.6. If a trip goes unattested for more than thirty days, reimbursement will not be approved.

## **Trips With Services Dates from September 1 – 30, 2014 Assigned by the Center for Transportation Excellence**

The Center for Transportation Excellence (CTE) will schedule trips throughout August 2014 for service dates between September 1 and September 30, 2014, pursuant to their current contractual responsibilities. We will honor these trips and expect them to be performed by the CTE-assigned transportation vendor.

**By September 15, 2014, the transportation vendor must send trip documentation to MAS regarding any trip assigned to them by CTE.** MAS will accept this trip information now through September 15, 2014, but will not accept information after September 15, 2014.

In Microsoft Excel format or in hard copy, please submit trip information you received from CTE to Wayne Freeman of MAS via either method below:

Email: [wfreeman@medanswering.com](mailto:wfreeman@medanswering.com)  
Fax: (315) 299-2787.

Minimally, MAS will require the following information:

- Enrollee's name, Medicaid identification number, and pickup address;
- Destination address and name of medical facility (where applicable);
- Ordering medical provider (if known);
- Date/s of service; and

- Procedure code/s, applicable modifier/s, and units.

MAS will enter the received trip information into their system subjecting the trip to the attestation requirements of the Department of Health. Please understand that billable prior authorizations for any trip performed after September 1, 2014 must be generated by MAS; therefore, trips performed without MAS-generated prior authorization will not be reimbursed. **Failure to submit trip information by September 15, 2014 according to the parameters above, will result in non-payment.**

### **Trips with Service Dates After September 30, 2014 Assigned by the Center for Transportation Excellence**

If the Center for Transportation Excellence has assigned a trip or trips to you for a service date beyond September 30, 2014, **a new request must be generated through the MAS processes by the enrollee or medical provider after September 1, 2014.** Such trips may include ongoing or regularly recurring appointments. If you have been assigned such a trip, please contact MAS with the enrollee and medical provider information, so that MAS can contact them as soon as possible.

### **Trips Approved by the Center for Transportation Excellence: Service Dates June 2 thru August 31, 2014**

There will be some trips approved by the Center for Transportation Excellence (CTE), Erie County's current Medicaid transportation manager through August 31, 2014, for which no billable prior authorization will have been generated as of September 1.

For trips with service dates on or after June 2, 2014, please submit the trip information you received from the CTE, in hard copy or Microsoft Excel format thereby confirming trip assignment, to Heidi Seney, of the Department of Health, via either method listed below:

Email: [MedTrans@health.ny.gov](mailto:MedTrans@health.ny.gov)  
Fax: (518) 486-2495.

Minimally, the Department of Health will require the following information:

- Enrollee's name, Medicaid identification number, and pickup address;
- Destination address and name of medical facility (where applicable);
- Ordering medical provider (if known);
- Date/s of service; and
- Procedure code/s, applicable modifier/s, and units.

The Department of Health will add the received trip information, as appropriate, into the eMedNY system.

**This trip information must be submitted, according to the parameters above, between September 1-15, 2014. Failure to submit trip information by September 15, 2014 will result in non-payment.**

**Trips Approved by the Center for Transportation Excellence: Service Dates Older than June 2, 2014**

If you have a trip with a service date older than June 2, 2014, and have not yet received a billable prior authorization as of September 1, please send the trip information to Heidi Seney, of the Health Department, via either of the following methods:

Email: [MedTrans@health.ny.gov](mailto:MedTrans@health.ny.gov)  
Fax: (518) 486-2495.

Minimally, the Department of Health requires the following information:

- Enrollee's name, Medicaid identification number, and pickup address;
- Destination address and name of medical facility (where applicable);
- Ordering medical provider (if known);
- Date/s of service;
- Procedure code/s, applicable modifier/s, and units; and
- Since the service date exceeds ninety days from the request date, the reason for the delay.

**This information must be submitted, according to the parameters above, between September 1-15, 2014. Failure to submit trip information by September 15, 2014 will result in non-payment.**

**Follow-up Questions**

If you have any questions about this transition, please contact Heidi Seney or Bob Schmit, of my staff, at (518) 473-2160 or via email to [MedTrans@health.ny.gov](mailto:MedTrans@health.ny.gov). Thank you for your cooperation.

Sincerely,



Timothy Perry-Coon, Director  
Medicaid Transportation Policy Unit  
Office of Health Insurance Programs

cc: Mr. Menza