



## **STANDING ORDER RENEWAL POLICY**

Medical Answering Services, LLC. (MAS) provides prior authorizations to Medicaid transportation vendors for daily trips and standing orders in accordance with all NYSDOH policies, rules and regulations.

To ensure that transportation requests are adequately processed by MAS according to approved guidelines, **all standing order renewals for transportation of Medicaid Enrollees scheduled to begin on or after January 1, 2015 must be submitted to MAS fifteen (15) business days prior to the effective date of the standing order.**

Authorization for Medicaid Transportation will only be authorized for dates of service where a Medicaid covered service will be provided. Any transportation that is done for a Medicaid Enrollee without an authorization from MAS prior to the date and time the trip or trips take place may not be backdated for payment.

**Standing Order Renewals for January 1, 2015 should be submitted to MAS or entered in the MAS system by ordering providers or Medicaid Enrollees on or before December 10, 2014.**

### **Frequently Asked Questions**

- Q: What happens if I do not get the standing order renewal request to MAS prior to the deadline for standing order renewals?
- A: MAS may not be able to process the transportation request prior to the effective date for service. The Medicaid Enrollee may miss their appointment. **If the transportation provider chooses to transport for any days of the standing order without an authorization from MAS, the transportation provider may not get paid for the transportation provided.**
- Q: Don't standing orders automatically renew automatically every six months?
- A: Standing orders do not automatically renew every six months. MAS has no way of knowing that continued treatment is being authorized by a medical provider without a new order. If the transportation provider chooses to transport for any days of the standing order without an authorization from MAS, the transportation provider may not get paid for the transportation provided.
- Q: When will the standing order renewal request be processed if it is not submitted 15 business days prior to the effective date?
- A: A standing order renewal request will be processed as soon as possible but the order **may not be backdated** to the original requested date if the order was not submitted by the deadline. This means that if a transportation provider chooses to transport a Medicaid Enrollee without an authorization from MAS prior to the transportation occurring, the transportation provider may not get paid for the transportation.
- Q: What about the Medicaid Enrollee needing to get to their appointment?
- A: It is very important to MAS and the NYSDOH that all Medicaid Enrollees get to their properly scheduled appointment for Medicaid covered services. Non-emergency transportation for Medicaid Enrollees cannot be scheduled without a proper request for service. **Transportation providers may not be paid for providing service without a prior authorization from MAS prior to the trip occurring.** Please ensure that you get your orders for Medicaid transportation to MAS in a timely manner. A **best practice** for transportation providers is to remind Medicaid Enrollees, family members, ordering medical providers, hospital staff and program staff of the importance of renewing standing orders and getting prior authorizations on all non-emergency Medicaid Transportation per NYSDOH policy.
- Q: What types of Medicaid transportation does the 15 business day submission deadline cover?
- A: This policy covers all types of Medicaid Transportation, ambulance, ambulette, taxi/livery, public transportation (bus) and mileage reimbursement paid directly to a Medicaid Enrollee or their approved driver.
- Q: How do I know if the standing order request I submitted has been processed?
- A: **The best way to submit any transportation request to MAS is by entering the transportation request directly into the MAS website instead of calling MAS by telephone or sending a fax to MAS.**

There are many benefits to you when you use the MAS website for trip entry. The benefits of using the MAS website for trip entry include but are not limited to;

- Not needing to call MAS by telephone to enter a trip or check the status of a trip,
- Not waiting on hold when calling,
- Not knowing the status of a fax.
- Knowing the status of all trips you enter via the website at all times.
- Being able to print lists and rosters of transportation for all Medicaid Enrollees that you have scheduled directly from the MAS system.

If you have any questions about the MAS Standing Order Renewal Policy or the need to comply with NYSDOH policy regarding prior authorization of any Medicaid trip, please contact Wayne Freeman at [wfreeman@medanswering.com](mailto:wfreeman@medanswering.com) or at 315-701-7009.

MAS Standing Order Policy dates updated October 15, 2014