



Chautauqua County Medicaid Transportation Glossary

The information below depicts terms used by or in reference to the Chautauqua County Medicaid community and their relative definitions. The glossary will be amended as needed and posted online at:

Bus

A “bus” is a multi-passenger vehicle used to provide public transit. Riders generally require a bus pass to board the bus. In Chautauqua County, some people also refer to the “Bus” as the “Public Bus” or “Chautauqua Public Bus.”

Bus Pass/Ticket

A “bus pass” or “bus ticket” is a pass used to ride fixed route bus public transportation. Medical Answering Services purchases bus passes directly from CARTS and provides bus passes to Medicaid enrollees for their medical trips occurring within the cities of Dunkirk and Jamestown and the villages of Falconer, Celeron, and Lakewood.

CARTS

“CARTS” represents the acronym of Chautauqua Area Regional Transit System, Chautauqua County’s public transit provider.

CARTS Ambulatory

CARTS provides “CARTS Ambulatory” Service, a demand response ride for a person able to walk but who cannot access the fixed route.

When assigned by Medical Answering Services, CARTS picks the person up at their house or other designated pickup location and take the person directly to their medical appointment. Medical Answering Services (MAS) uses the terms “CARTS Ambulatory” and “CARTS Wheelchair” to refer to rural route service. MAS assigns trips as CARTS Ambulatory or CARTS Wheelchair and CARTS internally determines the appropriate service (i.e., Demand Response, Rural Route, etc.), provides the trip accordingly, then bills the State directly via eMedNY for the provision of this service.

Medical Answering Services (MAS) uses the terms “CARTS Ambulatory” and “CARTS Wheelchair” to refer to Demand Response or Rural Route Services.

CARTS Bus

“CARTS Bus” is a term used by people in Chautauqua County when referring to a ride with CARTS. Some residents use the term CARTS Bus interchangeably with a fixed route ride or demand response ride because the vehicle that picks them up may look similar, and, depending on when and where their medical appointment may be, the rider may be using both the fixed route and demand response for a single appointment.



CARTS CTY Driver Chautauqua

The “CARTS CTY Driver Chautauqua” generally uses a private vehicle to drive Medicaid enrollees to medical appointments outside Chautauqua County. Trips for the CARTS CTY Driver Chautauqua are assigned to CARTS by Medical Answering Services and CARTS assigns the trips to an appropriate driver according to internal parameters established by CARTS.

CARTS bills the State directly via eMedNY for the provision of this service.

Note: CARTS CTY Driver Chautauqua is not to be confused with Volunteer Drivers, who operate independent of CARTS.

CARTS City Fixed Route Service

CARTS provides curb-to-curb, wheelchair-accessible services to Medicaid enrollees able to navigate to a bus stop or curb and follow the prescribed route according to a fixed time schedule. This service is available in the cities of Dunkirk and Jamestown, and the villages of Falconer, Celeron and Lakewood.

Medical Answering Services purchases fixed route bus passes directly from CARTS and distributes these bus passes to eligible Medicaid enrollees.

CARTS Demand Response

“CARTS Demand Response” is a service for people unable to use the fixed route.

Medical Answering Services (MAS) uses the terms “CARTS Ambulatory” and “CARTS Wheelchair” to refer to rural route service. MAS assigns trips as CARTS Ambulatory or CARTS Wheelchair. CARTS internally determines the appropriate service (i.e., Demand Response, Rural Route, etc.), provides the trip accordingly, then bills the State directly via eMedNY for the provision of this service.

CARTS also uses the terms “paratransit” or “dial-a-ride” to refer to the demand response service it provides.

MAS does not assign riders directly to Demand Response. MAS assigns trips as CARTS Ambulatory or CARTS Wheelchair. CARTS internally determines the appropriate service (i.e., Demand Response, Rural Route, etc.).

CARTS Rural Route Service

“CARTS Rural Route Service” is a service for people unable to use the fixed route.

Medical Answering Services (MAS) uses the terms “CARTS Ambulatory” and “CARTS Wheelchair” to refer to rural route service. MAS assigns trips as CARTS Ambulatory or CARTS Wheelchair, then CARTS internally determines the appropriate service (i.e., Demand Response, Rural Route, etc.), provides the trip accordingly, and bills the State directly via eMedNY for the provision of this service.



CARTS provides this wheelchair-accessible deviation service in rural areas within its catchment area and, while the service is held to a specific timetable, vehicles do not travel on a specific route. Dispatched vehicles stop at designated bus stops at specified times but might, between two scheduled bus stops, pickup and/or drop off passengers having pre-scheduled advanced reservations off the normal route. To learn more, please contact CARTS.

CARTS Wheelchair

“CARTS Wheelchair” is a service for people unable to use the fixed route.

Medical Answering Services (MAS) uses the terms “CARTS Ambulatory” and “CARTS Wheelchair” to refer to rural route or demand response service. MAS assigns trips as CARTS Ambulatory or CARTS Wheelchair, then CARTS internally determines the appropriate service (i.e., Demand Response, Rural Route, etc.), provides the trip accordingly, and bills the State directly via eMedNY for the provision of this service.

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Chautauqua Public Bus

“Chautauqua Public Bus” is bus transportation, usually public transit. Riders generally require a bus pass to access this modality. When applicable, Medical Answering Services purchases from CARTS directly and distributes required bus passes.

Some Chautauqua residents also refer to the “Chautauqua Public Bus” as the “Bus” or “Public Bus.”

Medical Answering Services

“Medical Answering Services,” commonly referred to by the acronym MAS, is the contractor to the New York State Medicaid program for the management of non-emergency Medicaid transportation in 55 upstate counties.

MAS operates a 24/7 call center to dispatch trips according to Medicaid policies provided to MAS by the New York State Department of Health, generates prior authorizations for transportation vendors to be reimbursed by the Medicaid program, and affords a robust quality assurance program to resolve concerns and improve the overall integrity of the Medicaid program.

Taxi

A “taxi” is for-hire taxi or livery vehicle that provides curb-to-curb service for medical appointments.

Volunteer Driver

A “volunteer driver” is a person who drives a Medicaid enrollee in a personal vehicle to and from a Medicaid-covered medical appointment as pre-approved by Medical Answering Services. The volunteer driver is typically a friend, neighbor or family member of the enrollee who resides

outside of the household of the enrollee. The term Volunteer Driver is used across New York State.

Volunteer drivers submit claims directly to Medical Answering Services for reimbursement.

Note: Volunteer Driver is not to be confused with CARTS CTY Driver Chautauqua.

Wheelchair

A “wheelchair” is a seating device used for people who cannot walk to and from their medical appointments but do not require transportation in a reclined or prone position.

Wheelchair Service

“Wheelchair service” is a door-through-door service provided to wheelchair-bound enrollees as provided by a Medicaid-enrolled ambulette vendor.