MAS

Medical Answering Services, LLC.

Transportation Vendor Training Manual

NYS Medicaid Transportation

Medical Answering Services

The following is a step-by-step Walk thru for Transportation Vendors use of Medical Answering Services online system. The online system is for transportation vendor to utilize when viewing trips and attesting to trips for billing. Once a trip has been entered into the system for your company you will then be able to view all necessary trip information, once completed you will be able to verify the driver and vehicle that completed the trip and attest to the trip so it is exported to CSC for billing @ 1-800-343-9000. Dated January 1, 2017.

MAS Public Website

Enter the MAS website by going to www.medanswering.com.

There is a wide array of information on the MAS website including

- county contacts
- transportation vendors by county
- Medicaid policy
- and much more.

Selecting "**Transportation Vendor Information: Learn More**" will provide links to useful material

Transportation Vendor Information: Learn More

Important information available to vendors:

- ALERTS – Important alerts for vendors
- Contacts and Forms – click on this link to view Contacts, Documents, and Forms
    - Select the desired county to access Key Personnel for that county.
    - Select Documents and Forms to access the "Transportation Provider Information Form". This form is needed when adding/changing services provided by your company. This form can be faxed to MAS Operations Attn: Terri Collins @ 315-299-2781.
- Transportation Policy Approved by NYSDOH – Policies approved by NYSDOH such as:
    - Attestation/Correction Policy
    - Mileage Policy
    - And more.

Access the Website

Each user will have a unique username and password, please DO NOT SHARE LOG-INS.

Welcome! Please Log In

| User Name: | |
| Password: | |

Login

Forgot Your Password?

| User Name: | |
| Your Email: | |

Send It To Me

Request a User Account

Your First Name:	
Your Last Name:	
Your Email:	
Re-Enter Your Email:	
Your Role:	Medicaid Enrollee ▾

Continue

- Blocked Account/Forgotten Password- enter Username and Email in the "Forgot Your Password" section
  o A new password will be emailed to you.
- New users- enter your information into the "Request a User Account" field
  o Select Transportation Vendor as "Your Role"
  o An e-mail including username and temporary password will be sent to the address provided.

Once logged in, the system will display the Main Menu.

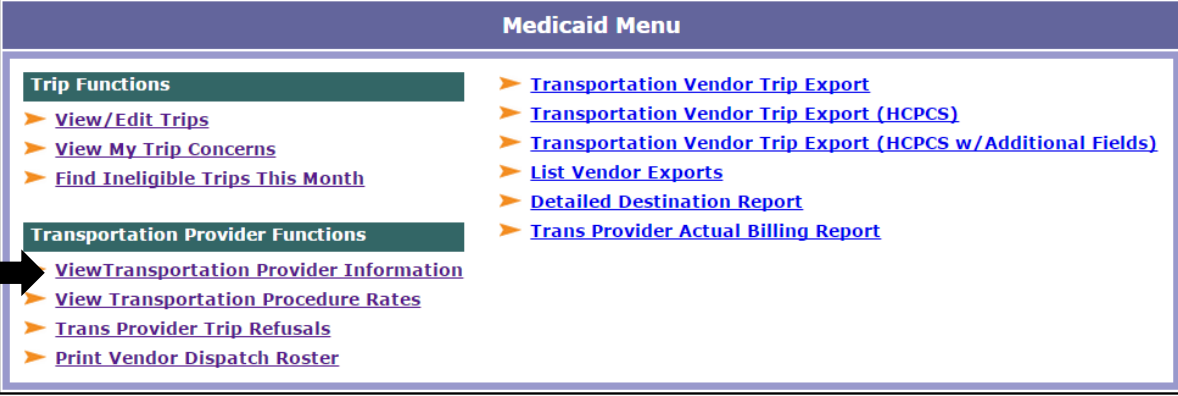**Medical Answering Services Administration**

Main Menu

➤ **View/Edit Trips**   ➤ **View Trip Correction Requests**
➤ **View/Edit Changed Trips**   ➤ **Medicaid Menu**
➤ **Sign-off on Trips**   ➤ **Training Menu**
➤ **View Your Message Alerts**

Medicaid Menu | Main Menu | Login | Logout

Update Vendor Information

To access/update vendor information

- Select **Medicaid Menu**
- Then **View Transportation Provider Information**

- Next select "**View/Edit**" next to the desired county.
  - You will be able to change **each county separately** or **save changes to all counties** if desired.

Edit Transportation Provider

Record ID: 17431   **Status:** Active

No Show Letters? ○ Yes ● No

Provider ID: TRAINING   **NPI Number:**   **Tax ID:**

Company Name: Training Vendor

Address: 375 W Onondaga St
Syracuse, NY 13202

Add/Replace Address

Contact Methods: ☐ Phone ☐ FAX ☐ Email ☐ Post

Contact First/Last Name: Bryan   Cohen

1 → **Phone 1/2/FAX:** 8083490172   [ ]   111-1111

Dispatch Email: [ ]

Contact Email: [ ]

Availablility: ☑ Same Day   ☑ Next Day

2 → **Add Unavailable Dates**

Not Available Between: [ ] - [ ]   (The vendor is unavailable between these dates inclusive. Or leave dates blank.)

UnAvailable On: 11/11/2016
UnAvailable On: 11/24/2016
UnAvailable On: 11/25/2016
UnAvailable On: 11/26/2016
UnAvailable On: 11/27/2016
UnAvailable On: 06/10/2017

3 → **Tranportation Availability:**
Use Schedule? ☐

(Time periods during which tranportation can be provided.)

(Use 24 hour time without colons. e.g. 0930 or 1330)

(**Note:** If available all day use 0000 and 2400 as start and end times.

If unavailable all day leave start and end times blank.)

Day	Start Time	Up to End Time	Set Hours As
Sunday	[ ]	[ ]	○ Avail ○ Unavail
Monday	[ ]	[ ]	○ Avail ○ Unavail
Tuesday	[ ]	[ ]	○ Avail ○ Unavail
Wednesday	[ ]	[ ]	○ Avail ○ Unavail
Thursday	[ ]	[ ]	○ Avail ○ Unavail
Friday	[ ]	[ ]	○ Avail ○ Unavail
Saturday	[ ]	[ ]	○ Avail ○ Unavail

Office Hours Schedule

4 → **Office Availability:**
(Time periods during which the office will accept PHONE CALLS.)

(Use 24 hour time without colons. e.g. 0930 or 1330)

(**Note:** If available all day use 0000 and 2400 as start and end times.

If trip availability needs to be confirmed outside of your Office Hours, the trip may be assigned to another vendor

Day	Start Time	Up to End Time	Ride Capacity
Sunday	0000	2400	● Avail ○ Unavail
Monday	0000	2400	● Avail ○ Unavail
Tuesday	0000	2400	● Avail ○ Unavail
Wednesday	0000	2400	● Avail ○ Unavail
Thursday	0000	2400	● Avail ○ Unavail
Friday	0000	2400	● Avail ○ Unavail
Saturday	0000	1700	● Avail ○ Unavail

Date Created/Modified: 01/26/2015, 01/26/2015

Save Changes   Save to All Counties

5 →

Drivers - Add New Driver				
Status	Last Name	First Name	MID	Expiration

Vehicles - Add New Vehicle				
Status	Vehicle Type	Vehicle Name	License Plate Number	Expiration

On the above screen, vendors will update:

1. Contact information including:
   - Primary and secondary phone numbers
   - fax number
   - contact email address
   - dispatch email
     - Email will be used for all system generated emails such as trip change notifications.

2. Add Unavailable Dates-
   - to capture all dates the company will not be open that would otherwise fall within the typical hours of operation
     - if vendor is closed on weekends generally, there is no need to enter all weekend days as unavailable
   - Also used for dates fully booked.
     - Adding an unavailable date will not affect any trip already assigned to vendor but will prevent MAS from assigning anything new.
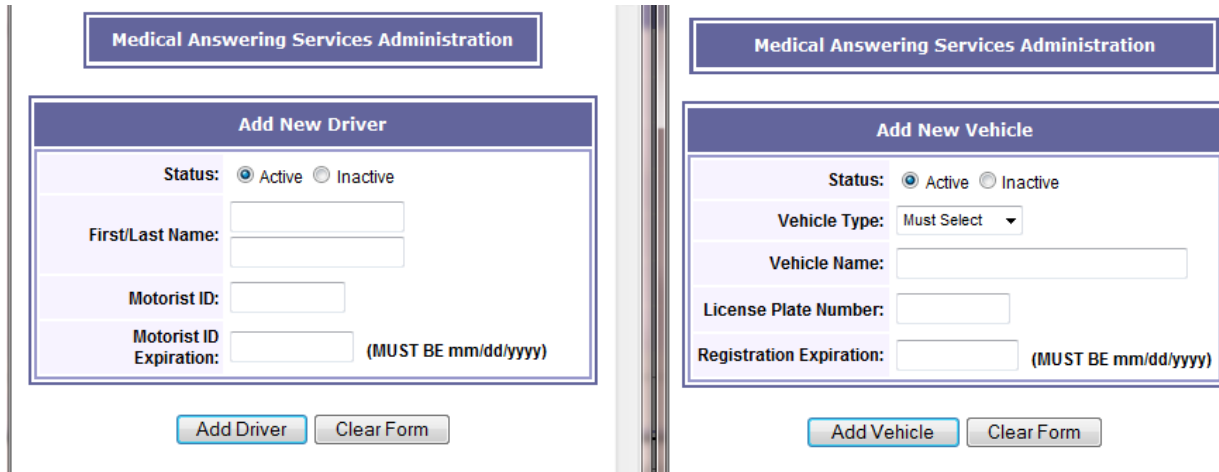
3. Hours of operations-
   - MAS will only assign trips that fall within your hours of operation.
     - Vendor will not be selectable for trips outside of those hours.

4. Office hours-
   - MAS will only call for last minute trips and changes. If a last minute trip/change is called in outside of your office hours MAS will not call you for that trip, even if the transport is within hours of operations.
     - Last minute is defined as:
     - Requests to add or change a trip for the same date of service
     - Requests to add or change a trip for the following date of service called into MAS after 5p.m.

5. Adding vehicles and drivers-
   - select **Add New Vehicle** or **Add New Driver** and follow the steps outlined below.

Enter Drivers and Vehicles

From the **Vendor Information** page, select "**Add New Driver**" or "**Add New Vehicle**"

- Enter the appropriate information in the corresponding field.
    - **Drivers**
        - Drivers First/Last name
        - Motorist ID- Driver's License Number
        - Motorist ID Expiration- Driver's License expiration date
    - **Vehicles**
        - Vehicle Type- Select from drop down
        - Vehicle Name- Name each vehicle so that it is easily identifiable when attesting
        - License Plate Number
        - Registration Expiration

    Each driver and vehicle will now be selectable from the drop downs when attesting to a trip.

Copying Drivers/Vehicles to all counties

- Driver and vehicle information must be entered for each county you operate in.
    - click **Edit** next to the driver and vehicle information
    - Then **Copy Driver/Vehicle to Other Counties**
    - check the desired counties to copy the information to
    - Select **Update** at the bottom of the screen.

VIEW VENDOR ROSTER IN THE MAS SYSTEM

From the **Main Menu**, select **View/Edit Trips**

- **Trip Status**
  - o Eligible- Authorized for transport
  - o Cancelled- Not authorized to transport
  - o Ineligible/Proceed- Enrollee currently under spend down.

Some additional search options include:

- **PA Submission Result**- Prior Approval Numbers used for billing
  - o Accepted
  - o Rejected
- **Correction?**- a request to correct an invoice
  - o Needed
  - o Completed
- **Standing Order**
  - o Isolate standing orders

View/Print Vendor Roster

				View Trip Authorizations								
				There is **1** matching trip. (Vendor complete trips are green)								
				Batch Print Trips | Print Roster | Export Roster								
				(Note: ID with * means trip changed since vendor received trip.)								
Invoice Number	Status Billing Status	CIN Medicaid #	Recipient	Sex	Base Cost	Transport Type	Date Created	Service Starts	SO?	ATT?	Exp?	Exp Date	Fix
096117410	Eligible	AA00026A	Monroe, Test	M	$32.00	Ambulatory-Monroe DOT	04/01/13 12:35 PM	04/10/13	No	No	No		

Batch Print Trips
- Generates a printer friendly version of trips including appointment details

Print Roster
- Generates a printer friendly version of trips including PA numbers and procedure codes if the trip has been exported

Export Roster
- Follow steps to export roster from the MAS system to another software program.

Invoice number
- Select this link to view invoice

Status Billing Status
- Eligible invoices are authorized for transport if enrollee's eligibility is active on date of service
  - **IT IS THE VENDORS RESPONSIBILITY TO CHECK ELIGIBILITY in ePaces ON THE DAY YOU TRANSPORT!** MAS confirms eligibility on the day the trip is authorized but Medicaid eligibility status can change.
- Ineligible proceed- enrollee has a "spend down".
- Cancelled, Pending, etc.- not yet authorized for transport

Recipient
- Select this link to view enrollee's main screen

Base Cost
- Total cost of load fee for all trip legs on invoice. This amount does not include mileage.

Service Starts
- Requested date of service

SO?
- Standing order- reoccurring appointments same location on the same days of the week at the same time each week.

ATT?/Exp?
- ATT?- invoice has or has not been attested to
- Exp?-invoice has or has not been exported

View/Reassign Invoice

Provider Print out

- Generates a printer friendly version of invoice

Request Trip Reassign

- To reassign a trip vendor is not able to accommodate. The invoice will be submitted to MAS electronically for reassignment
  - MAS if the trip is within 48 hours this link will not be present. Please contact MAS to have trip reassigned

Request Correction/Sign Off On Trip

- You may enter a correction request or sign of on an invoice as explained in **Attesting to Trips**

ATTESTING TO TRIPS IN THE MAS SYSTEM

From the **Main Menu**, select **Sign-off On Trips**

Start Date of Trip- refines search to include desired date range
- The default setting for the date range is set two weeks prior to the current date of login
- To change the range of the search, different dates can be entered

Vendor may refine search to include the following specifics
County
- Default Any will include invoices from every county
- Selecting a specific county will exclude invoices from all other counties.

Invoice Number- to sign off on a specific invoice

CIN/Medicaid Number- to sign off on all invoices for a specific enrollee

First/Last Name- to sign off on all invoices for a specific enrollee

Trip Attestation
- Any- to view all invoices that have and have not been attested to.
- Pending- to view trips that have not been attested to
- Yes- to view trips that have been attested to

Select **Find Trips** to generate sign off list

Sign Off on Trips

Trip Attestation Sign-Offs	Help!

There is **1** matching trip.
Please specify which trips were completed and fill in mileage where needed.

PLEASE TAKE NOTICE: FILING FALSE STATEMENTS IS A CRIME
If you attest to a trip that did not take place, you are filing a false statement and committing a crime.
Anyone filing a false statement will be prosecuted to the fullest extent of the law.

Pink rows need trip completion specified.

Yellow rows need mileage specified.

Trip Date	Recipient	Trans. Type	Prim Proc Code (Mod)	Sec Proc Code (Mod)	Invoice Number	Trip Took Place?	Calc. Trip Mileage	SO?		
04/10/2013	Monroe, Test	Ambulatory-Monroe DOT	A0120	S0209	096117410	◉ Pending ○ Cancelled ○ No Show	6.6	No	Trip Sign-off	Correction

Submit

Review each invoice, including mileage link, to ensure all information is correct before attesting. Request a correction if needed.

Cancelled or No Show Trips:

Pending- Not yet attested to

Cancelled- If vendor is notified the trip was cancelled by the enrollee

No Show-If the enrollee is a no show and did not notify your company, or MAS, of a cancellation

- NYSDOH has implemented a 3 strike policy for enrollee "No Shows". The **first occurrence** results in a letter being sent to the enrollee explaining the policy and how to correctly notify MAS of any changes to a trip. The **second occurrence** results in another contact from MAS and DOH explaining the importance of contacting MAS in the event of a cancellation. If the enrollee is a "No Show" a **third time,** they will be blocked from setting up transportation until the enrollee has come to a resolution with DOH.
  - If **No Shows Letters** is marked **No on the vendor's account**, letters will not be automatically sent. Vendors may attest to trips as no shows and prompt MAS to issue a letter on a case by case scenario.
  - If **No Show Letters** is marked **Yes on vendor's account**, a letter will be sent for each enrollee whos invoice is attested to as a no show.

Trip Sign-off- select to attest to invoice

Correction-select to request a correction

Vendor may attest to all cancelled and no show invoices at one time

- Select **Cancelled** or **No Show** to all that apply and select **Submit** at the bottom of the screen. The invoices will then be removed from the list, leaving those that require attestation.

Attest to Invoice(Trip Sign-Off)

Attest to invoice (sign off)

- Enter **Driver** and **Vehicle** information for each trip leg
- Select **Attest** after confirming everything is accurate
    - PA # will be generated within 24 hours for billing purposes
        - For invoices that come back **Denied/Rejected**, request a **correction** stating the reason as explained below
    - If **mileage** is inaccurate or missing, request a **correction** as explained below

If a trip leg has been cancelled

- Select the **Deleted** option to remove a trip leg that was not needed, you DO NOT need to contact MAS

Removing Mileage from invoice

Mileage used

- Select No if you wish to remove mileage from an individual trip leg
    1. when more than one enrollee is transported in the same vehicle for **individual legs**, vendor may only claim mileage for the furthest distance

Check Box When Service NOT Needed

- Only check this box if mileage is to be removed from entire invoice
    1. when more than one enrollee is transported in the same vehicle for **the entire trip,** vendor may only claim mileage for the furthest distance

Attestation/Correction Policy

Vendor has <u>30 DAYS</u> from the date of service to attest to trips or request a correction. Overdue requests will be denied

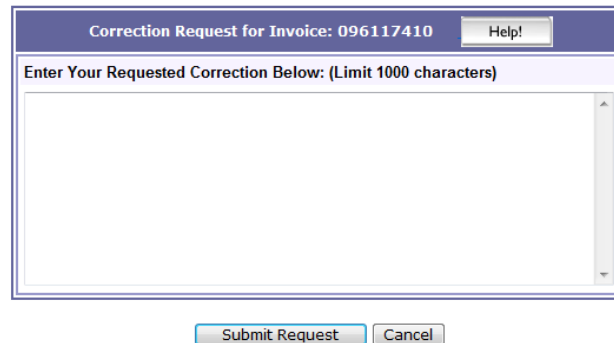For questions about the Attestation and Correction Policy:

2. visit www.medanswering.com
3. click on **Transportation Vendor Information: Learn More**
4. Select **Transportation Policy Approved by NYSDOH**
5. Choose **Transportation Provider 30 Day Attestation and Correction Policy**.

Important time frames include:

- **30 Days from the date of service to attest** to a trip (unless outside of the control of the vendor, such as a correction)
- **90 Days from the date of service to bill** through eMedNY
- **MAS has 30 days to complete a correction** submitted by a vendor
  - Vendor will have another 30 days to attest after trip is corrected

Request Corrections

From any invoice or the sign off screen, select **Request Correction**

Correction Request for Invoice: 096117410	Help!
Enter Your Requested Correction Below: (Limit 1000 characters)	

Submit Request   Cancel

Vendor must **include what needs to be corrected** including specifics from CSC if provided

Some possible **examples** of corrections:
- Missing mileage link
- Incorrect transport type
- Tolls needed
- PA# came back rejected due to Invalid Medical Provider
- Invoice did not generate a PA

If any **information is incorrect** on the invoice, or there are any issues with the invoice, **request a correction**

Vendor has **30 DAYS** from the date of service to enter a correction
- MAS has **30 days** to complete the correction from the date it is entered.

Entering a correction is the appropriate way to communicate an issue with an invoice to MAS. *Please do not email MAS County Supervisors or Field Liaisons with correction requests.*

If an invoice is denied through eMedNY
- contact CSC first to determine what is wrong
- enter a correction through the MAS website including CSCs suggested resolution

MAS does not do any billing, you will need to contact CSC for any billing questions.
- Computer Sciences Corporation (CSC): 1-800-343-9000.