



ALERT 05-11-17

Hospital Discharges/Preferred Vendors

The intent of this directive is to provide clarification to medical facilities who arrange for hospital discharge transportation services on behalf of eligible Medicaid enrollees.

Per Medicaid Transportation policy, any medical facility personnel responsible for arranging or coordinating transportation services for eligible Medicaid enrollees when being discharged from the facility must contact the non-emergency medical transportation manager who is contracted by the New York State Department of Health.

In New York City, Medical Answering Services (MAS) is responsible for administering, prior approving, and coordinating non-emergency medical transportation for Medicaid fee-for-service and mainstream managed care enrollees at the most medically appropriate, cost effective mode of transport, and use of New York State Medicaid-enrolled transportation vendors.

While the Department recognizes medical facilities may have preferred vendors they use for hospital discharge transportation services, it is necessary to reiterate the Medicaid program will not compensate preferred transportation vendors at a higher fee than the established Medicaid fee. Further, if there is a specific New York State Medicaid-enrolled transportation vendor chosen by a Medicaid enrollee, that preference supersedes a facility's preferred vendor.

Upon request, MAS will provide outreach and education efforts to any relevant staff at medical facilities to assist with compliance regarding this policy and to help ensure the provision of quality, efficient and cost effective transportation services.

For the New York City region, MAS can be contacted at (844) 666-6270. These lines are staffed 24 hours per day, 7 days per week.

Should you have questions regarding this policy, you may contact the Medicaid Transportation Unit staff at (518) 473-2160 or MedTrans@health.ny.gov.