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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

- Key Contacts
- Documents and Forms
- Transportation Providers by county
- How to schedule transportation
- Report suspected Medicaid Fraud
- Medicaid Policies and Procedures

Advanced Transportation Managers

- Select your region from the MAS Website (You can also select “Locations” from the top navigation bar)
  - Click on your specific Region
  - On the next page select your county
The next screen will be the county main page. The county main page includes:

- Local county government links and information
- A list of all transportation providers at all service levels in that county
- Links to public transit information
- Information on how to schedule transportation through MAS
- **Advanced Transportation Managers and other county key contacts**

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**NYSDOH’s Western New York Medicaid Initiative Region Counties**

Below are the counties grouped by the New York State Department of Health, as part of its Western New York Medicaid Initiative. For the numbers associated with each county, visit here.

- Allegany
- Cattaraugus
- Chautauqua
- Erie
- Genesee
- Niagara

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**Getting to your health care should not create more work for you.**

MAS has collected important information for **Erie County** for your convenience.

**Resources**

- Erie County Site
- Erie Social Services
- Erie County Public Transportation Options
- Erie Transportation Providers
- Order Transportation – Enrollee
- Order Transportation – Provider
- Para Espanol?

---

**Order Transportation**

- **1-800-651-7040**
- **1-315-299-2786**
- Secure LogIn
- Create a New Account

---

**MAS Erie Staff**

<table>
<thead>
<tr>
<th>Personnel</th>
<th>Position</th>
<th>Email</th>
<th>Phone</th>
</tr>
</thead>
<tbody>
<tr>
<td>Sciuga, Daniella</td>
<td>Regional Medicaid Administrator</td>
<td><a href="mailto:dsciuga@medanswering.com">dsciuga@medanswering.com</a></td>
<td>(315) 299-2751</td>
</tr>
<tr>
<td>Nelson, Andre</td>
<td>Regional Medicaid Specialist</td>
<td><a href="mailto:anelson@medanswering.com">anelson@medanswering.com</a></td>
<td>(315) 299-2730</td>
</tr>
<tr>
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<td><a href="mailto:jserrano@medanswering.com">jserrano@medanswering.com</a></td>
<td>(315) 299-2753</td>
</tr>
<tr>
<td>Garcia, Javier</td>
<td>Field Liaison</td>
<td><a href="mailto:jgarcia@medanswering.com">jgarcia@medanswering.com</a></td>
<td>(315) 729-4089</td>
</tr>
<tr>
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<td><a href="mailto:tcollins@medanswering.com">tcollins@medanswering.com</a></td>
<td>(315) 299-2799</td>
</tr>
<tr>
<td>Bartlett, Jennifer</td>
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<td><a href="mailto:jbartlett@medanswering.com">jbartlett@medanswering.com</a></td>
<td>(315) 299-2758</td>
</tr>
<tr>
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<td><a href="mailto:ncosby@medanswering.com">ncosby@medanswering.com</a></td>
<td>(315) 299-2762</td>
</tr>
<tr>
<td>Crysler, Stephanie</td>
<td>Assistant Director of Medicaid</td>
<td><a href="mailto:scrysler@medanswering.com">scrysler@medanswering.com</a></td>
<td>(315) 299-2743</td>
</tr>
</tbody>
</table>
**MAS Phone System Prompts**

When calling MAS you will hear the following prompts:

<table>
<thead>
<tr>
<th>MAS Phone System Prompts</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Main Greeting</strong></td>
</tr>
<tr>
<td>“Thank you for calling Medical Answering Service, Medicaid Transportation. Please listen closely as our options have changed.”</td>
</tr>
<tr>
<td><strong>Main Menu Prompts</strong></td>
</tr>
<tr>
<td><strong>Provider Menu Prompts</strong></td>
</tr>
<tr>
<td>“To Cancel, Change, or Confirm a scheduled trip, press 1’, ‘To Schedule a new trip to a previous location, press 2’, ‘To speak to a Customer Service Representative, please press 3’, ‘To repeat this menu, please press *’</td>
</tr>
<tr>
<td><strong>Enrollee Menu Prompts</strong></td>
</tr>
</tbody>
</table>
Medicaid Transportation Ordering Guidelines

Background:

When the Medicaid Program was established in the 1960s, the federal government recognized that unless needy individuals could actually get to and from providers of medical services, the entire goal of the Medicaid Program is inhibited at the start. As a result, states are required under federal regulations to assure necessary transportation for Medicaid enrollees to and from medical services. The federal government also provided authority for states to ensure the provision of this transportation to Medicaid enrollees with federal financial participation in the cost of these services under the Medicaid Program.

The New York State Medicaid Program covers the transportation of eligible, enrolled persons who need transportation to and from Medicaid-covered services. All transportation must be prior authorized for payment.

When traveling to medical appointments, a Medicaid enrollee is expected to use the same mode of transportation as used to carry out the activities of daily life. In circumstances where the enrollee needs a different mode of transportation that is not the same as what is used to carry out activities of daily living, Medicaid will pay for the least costly, most medically appropriate level of transportation to and from services covered by the Medicaid Program.

Scheduling Transportation to Routine Medical Care:

Routine medical care includes those appointments that are occasional or episodic. Medical providers have the following options for the requesting of Medicaid transportation to routine medical care:

1. Call Medical Answering Services at the appropriate County 800# (listed in MAS website), between the hours of 7:00 a.m. and 6:00 p.m. Monday through Friday.

2. Visit MAS’ website at https://www.medanswering.com

PLEASE NOTE:

Routine trips should be requested at least three (3) business days in advance of an appointment to ensure proper routing time for the transportation vendor.

Medical Providers can contact MAS to schedule transportation for non-routine trips

Standing order transportation should be requested at least three (3) business days in advance of an appointment to ensure proper routing time for the transportation vendor.
Scheduling Transportation to Regularly Recurring Medical Care:

Regularly recurring medical care is that care which is provided to enrollees at a set schedule over a period of time. Typically, this means the enrollee will incur several trips per week to a single destination for at least three (3) months in duration. Dialysis, for example, is considered regularly recurring treatment.

To schedule transportation for regularly recurring medical care, a medical provider may:

1. Call MAS at the appropriate County 800# (listed in MAS website), between the hours of 7:00 a.m. and 6:00 p.m. Monday through Friday.

2. Enter the standing order online at: [https://www.medanswering.com](https://www.medanswering.com).

Once the standing order is scheduled in Medical Answering Services’ system, it is scheduled for six (6) months (expiring either the end of June or the end of December), therefore, there is no need to contact Medical Answering Services again within the six-month period unless the patient’s mobility level changes. For example, Mr. Smith was able to ride in an ambulette to his dialysis treatment in May and the facility requested transportation for six months, through August. Mr. Smith experienced a debilitating stroke in late May, and now requires stretcher transportation to dialysis. The facility must contact Medical Answering Services to request that Mr. Smith’s transportation modality be changed to better reflect his current mobility status.

Three Day Window:

The Medicaid program requires that both standing order and ad hoc transportation be scheduled at least three (3) business days in advance of the appointment, in order to allow the transportation vendor sufficient routing time. The chart below should be used to help medical providers adhere to the three-day window:

<table>
<thead>
<tr>
<th>If the appointment is scheduled for:</th>
<th>Contact Medical Answering Services no later than:</th>
</tr>
</thead>
<tbody>
<tr>
<td>Monday</td>
<td>The Friday before the appointment</td>
</tr>
<tr>
<td>Tuesday</td>
<td>The Friday before the appointment</td>
</tr>
<tr>
<td>Wednesday</td>
<td>The Friday before the appointment</td>
</tr>
<tr>
<td>Thursday</td>
<td>The Monday before the appointment</td>
</tr>
<tr>
<td>Friday</td>
<td>The Tuesday before the appointment</td>
</tr>
<tr>
<td>Saturday</td>
<td>The Wednesday before the appointment</td>
</tr>
<tr>
<td>Sunday</td>
<td>The Thursday before the appointment</td>
</tr>
</tbody>
</table>
Schedule Transportation Online

Confirm Trip- Create a Trip- Change a Trip- Cancel a Trip

Please follow the steps below to schedule Medicaid Transportation for your NEMT needs, including hospital discharges using the new MAS Online Ordering System. The new ordering option was specifically designed to be fast, accurate and capable of immediate confirmation with no user name or password necessary.

To begin the Online process, first go to the MAS website, www.medanswering.com. On the main page click the option you would like to complete.
1. On the next screen you will begin the ordering process.

2. Enter the Medicaid enrollee’s last name, date of birth, and the last four digits of the Medicaid enrollee’s social security number (SSN#). Check the box for *I’m not a robot*.

3. Select **Authenticate**

![Book a Trip for an Enrollee as an Enrollee, Family Member or Medical Provider](image)

4. The next screen will be the trip entry screen (in the event you are unable to locate an enrollee please call your MAS county contact number and follow the appropriate prompts for additional scheduling options)

---

**Trip Entry Instructions**

- **Confirm Enrollee Contact Information**
• **Caller Name and Relation (Self, Parent, Discharge Planner/Medical Practitioner)** field should be filled out along with the **Caller Phone Number**.

**Trip Details**

• Select the **Reason for Trip** dropdown menu (ER Discharge, Hospital Discharge, Doctor Appt)

• **Selecting the Medical Provider**
  
  • A doctor’s name is needed for all transportation for billing purposes.
  
  • If the enrollee already has a Preferred Medical Provider listed on their account, the information will autofill in the appropriate field (there is no need to change to discharging physician).
  
  • If the doctor is not auto filled, search for the doctor’s name in the drop down. If the name is not in the drop-down list, please write first and last name in the **Medical Provider Name** field.

• Enter the date of the appointment or discharge in the **Appointment Date** field.

• **To Order a Hospital Discharge please use the “First Leg” information fields**
  
  • Enter the **Pick-Up Time**, this will be the time the transportation provider with arrive.
  
  • Enter the specific address where the enrollee will be picked up.
  
  • Include the **Pickup Area**, for example ER, the Unit, Floor, or room number.
• Uncheck the box for “Return Trip to Pick Up Address” for discharges.

• For Hospital Discharges do not enter any information in the Second Leg, Third Leg, or Fourth Leg areas.

• Transportation Information
  • Select the desired transportation provider from the Transportation Provider dropdown.
  • Document any instructions for the driver in the Special Transportation Requests field (e.g. Uses a walker, use back door, suite number)

• Answer the questions regarding needing assistance and use of a wheelchair or stretcher.

• Select Submit.

Selecting Submit will generate an invoice, which can be located at the bottom of the page.
Your transportation request is now complete!
Transportation Request Forms

- If you would like to fax your trips into MAS you can obtain the transportation requests forms on the MAS website. To find the forms on the MAS website please follow the steps below.

1. First go to the MAS website at [www.medanswering.com](http://www.medanswering.com)

2. Select **Medical Practitioner** from the top navigation bar to go to the **Medical Practitioner** page. There is also a drop down list for you to select “**Medical Practitioner- Forms & Resources**” if you would like to go directly to the form & resources page.

3. On the next page you will see all the MAS forms listed including “**Transportation Request Form** and **Transportation Request Spreadsheet**”. The Transportation Request Form is for sending in individual appointment requests. The Transportation Request Spreadsheet is for setting up appointments for multiple individuals on one form.
Resources and forms collected in one place.

**Standing Order Renewal Policy:** Standing orders are set up on a bi-annual basis, set to expire at the end of June and December. Standing orders scheduled at any time between December and May, will expire in June. Those placed June through November, will expire in December. **Please Note:** Standing orders do not auto-renew; rather either the medical practitioner or enrollee will need to renew by June 15, or December 15.

**2015 (Verification of Transportation Abilities) Form:** An enrollee’s transportation ability registered within the MAS system by this form. This form is filled out by the enrollee’s relevant medical practitioner and indicates what mode of transportation the enrollee is capable of using on a day to day basis.

**2020 Form (Outside Common Medical Area Form):** The information on this form helps in establishing an enrollee’s need for transportation outside their common medical market. This occurs when necessary care is receivable only outside the community generally. Transportation may be authorized for a Medicaid enrollee when the appropriate Medicaid-covered treatment is unavailable locally per NYCH Title 18 §§505.10, §360, 92 ADM 21, and/or review by representatives of the NYS Department of Health and/or its agents. **Please note:** While this completed form is required, completion of this form does not guarantee authorization of Medicaid-funded transportation outside the common medical marketing area. The Medicaid program will not authorize transportation outside the common medical marketing area when the enrollee has been non-compliant with local medical providers and that enrollee is unable to receive services locally based on their own actions. For guidance on completion of this form, please call the Health Department’s transportation manager, MAS, at the appropriate number for your borough or county.

**MAS Individual Trip Request Form and Transportation Request Spreadsheet**
MAS, at (315) 299-2786. The Transportation Request Form can be filled out to request a single trip and the Transportation Request Spreadsheet for multiple rides.
Transportation Request Form:

Fax Completed Form to 315-299-2786

TO: Medicaid Transportation, 375 W. Onondaga St. #15, P.O. Box 11998, Syracuse, NY 13218

FROM: ___________________________ at ___________________________

Phone #: (____) ______-_______ Fax #: (____) ______-_______

DATE COMPLETED: _______/_____/_____

Client Name: ___________________________ Sex: □ Male or □ Female

Medicaid #: _______________ DOB: / / _____ Client’s Phone #: (____) ______-_______

Pickup Address: ____________________________________________________________

Drop off Address: ___________________________________________________________

□ Medicaid or □ Title XX(Services Case) Client’s Phone#: (____) ______-_______

Pickup/Start Date: _____/_____/____ Pick up Time: _________

Reason for Trip(s) __________________________________________________________

Transportation Vendor: ____________________________________________________

Appt. Time:________________________

Round Trip: □ Yes or □ No, If “Yes” approx time of return pickup: __________________

Standing Order: □ Yes or □ No, If “Yes” days of week □ M □ Tu □ W □ Th □ F □ Sa □ Su

Addition to Standing Order: □ Yes or □ No

Transp. Mode: □ Bus □ Taxi □ Wheelchair □ Ambulatory □ Stretcher

If wheelchair, does client □ Have or □ Need a wheelchair

Client’s medical provider: ___________________________ Medicaid Provider NPI#: _________

Special Instructions: ________________________________________________________________________

__________________________________________________________________________________________

__________________________________________________________________________________________

If you any questions regarding this form, or any Medicaid Transportation Prior Approval request, please call Medical Answering.
Services, LLC at 315-701-7551. Please destroy all previous versions of this form.

Revised 01/23/2012
### Transportation Request Spreadsheet:

<table>
<thead>
<tr>
<th>Recipient</th>
<th>CIN</th>
<th>Date Of Service</th>
<th>Appt Time</th>
<th>Mode Of Transport</th>
<th>Pick-Up Address</th>
<th>Drop-Off Address</th>
<th>Ordering</th>
<th>Vendor</th>
<th>Round Trip?</th>
<th>Standing Order?</th>
</tr>
</thead>
<tbody>
<tr>
<td>Name</td>
<td>Number</td>
<td>Service Time</td>
<td>Time</td>
<td>Transport</td>
<td>Address</td>
<td>Address</td>
<td>Med Prov</td>
<td>Trip?</td>
<td>Order?</td>
<td></td>
</tr>
</tbody>
</table>
Documents and Forms

- You can access all non-emergency medical transportation forms by going to www.medanswering.com and selecting the “Medical Practitioners” tab on the top navigation bar.

***You can also access the page with the forms by utilizing the search function

The next page contains all forms, including the 2015 and 2020 form.

**2015 (Verification of Transportation Abilities) Form**: An enrollee’s transportation ability registered within the MAS system by this form. This form is filled out by the enrollee’s relevant medical practitioner and indicates what mode of transportation the enrollee is capable of using on a day to day basis.

**2020 (Out of Common Medical Area) Form**: The information on this form helps in establishing an enrollee’s need for transportation outside their common medical area. This occurs when necessary care is receivable only outside the community generally. Transportation may be authorized for a Medicaid enrollee when the appropriate Medicaid-covered treatment is unavailable locally per NYCRR Title 18 §505.10, §360, 92 ADM 21, and/or review by representatives of the NYS Department of Health and/or its agents.
Resources and forms collected in one place.

**Standing Order Renewal Policy:** Standing orders are set up on a bi-annual basis, set to expire at the end of June and December. Standing orders scheduled at any time between December and May, will expire in June. Those placed June through November, will expire in December. Please Note: Standing orders do not auto-renew; rather either the medical practitioner or enrollee will need to renew by June 15, or December 15.

**2015 (Verification of Transportation Abilities Form):** An enrollee’s transportation ability registered within the MAS system by this form. This form is filled out by the enrollee’s relevant medical practitioner and indicates what mode of transportation the enrollee is capable of using on a day to day basis.

**2020 Form (Outside Common Medical Area Form):** The information on this form helps in establishing an enrollee’s need for transportation outside their common medical market. This occurs when necessary care is receivable only outside the community generally. Transportation may be authorized for a Medicaid enrollee when the appropriate Medicaid-covered treatment is unavailable locally per NYCRR Title 18 §§505.10, §360, 92 AOM 21, and/or review by representatives of the NYS Department of Health and/or its agents. Please note: Without exception, the above process requires input from the enrollee, the enrollee’s medical practitioner, and the provider of care.

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**Medicaid Transportation**

- General Information
- Public Info
- Modes of Transportation
- Terms and Definitions
- Rates and Fees
2015 (Verification of Transportation Abilities Form)
Modes of Medicaid transportation

All non-emergency transportation is subject to the prior approval of MAS on behalf of the NYS Department of Health and such approval must be obtained prior to incurring expenses. In an emergency medical situation dial 911 for assistance.

Private Vehicle

If a Medicaid enrollee uses a private vehicle for their regular daily activities, the enrollee is to utilize the same means of transportation for medical care and services.

A Medicaid enrollee who uses a private vehicle for medical care and services may be eligible for mileage reimbursement.
Bus - Public

If a Medicaid enrollee uses a bus for their regular daily activities, the enrollee is to utilize the same means of transportation for medical care and services.

If an enrollee uses the bus for medical care and services bus passes may be available, enrollee should contact their local caseworker.

Bus - Commercial

If a commercial bus is medically appropriate and the most cost-effective mode of transportation for medical care and services, it should be utilized.

Taxi – Ambulatory

Prior authorization of taxi and livery services is required to ensure that a Medicaid enrollee uses the means of transportation most appropriate to their medical needs. Orders for taxi/livery services should be made in advance by either the enrollee or the enrollee’s medical provider.

Taxi services may be available curb to curb or as ambulatory when enrollee is in need of door through door assistance.

Ambulette

Ambulette transportation may be requested if any of the following conditions is present:

- The Medicaid enrollee needs to be transported in a recumbent position;
- The Medicaid enrollee is wheelchair-bound and is unable to use a taxi, livery, private vehicle or public transportation;
- The Medicaid enrollee has a disabling physical condition which requires the use of a walker or crutches and is unable to use a taxi, livery, private vehicle or public transportation;
- An otherwise ambulatory Medicaid enrollee requires radiation therapy, chemotherapy, or dialysis treatments, which result in a disabling post-treatment physical condition, making the enrollee unable to access transportation without the personal assistance of an ambulette service;
- The Medicaid enrollee has a disabling physical condition other than one described above or a disabling mental condition requiring personal assistance provided by an ambulette service; or
- The ordering practitioner certifies in a manner designated by and submitted to the Department that the Medicaid enrollee cannot be transported by a taxi, livery, private vehicle, or public transportation, necessitating use of an ambulette service.

Ambulance

Ambulance services are covered by the New York State Medicaid Program.

In non-emergency situations, a determination must be made by the appropriate prior authorization official whether the use of an ambulance is medically necessary as opposed to a non-specialized mode such as an ambulette, taxi service, livery service or public transportation.

The Medicaid enrollee’s physician, physician’s assistant, or nurse practitioner must order non-emergency ambulance services.
Non-emergency ambulance transportation may be ordered when the Medicaid enrollee is in need of services that can only be administered by an ambulance service. The ordering practitioner must note in the enrollee’s patient record the condition which qualifies the use of non-emergency ambulance services. An ordering practitioner or facilities and programs ordering transportation on the practitioner behalf, which do not meet these rules, may be sanctioned according to the regulations established by the New York State Department of Health.

**Train**

If a train is medically appropriate and the most cost-effective mode of transportation for medical care and services, it should be utilized.

**Commercial Air**

If commercial air travel is medically appropriate and the most cost-effective mode of transportation for medical care and services, it should be utilized.
Online Standing Order Renewal Process

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

- First go to the MAS website ([www.medanswering.com](http://www.medanswering.com)) and select “Login”

- On the next screen enter your user name and password to login to the secure MAS system
• Blocked Account/Forgotten Password
  o enter Username and Email in the “Forgot Your Password” section
  o A new password will be emailed to you.
• New users
  o Select “Create an Account”

Viewing Message Alerts

Messages may contain important information or updates in regard to Medicaid Transportation. Users are required to read alerts before continuing to schedule a transportation request.

• Select Medicaid Menu
• Click **Standing Order Renewal**

![Medicaid Menu]

• Begin typing in **address**, select correct match.  
  • Enter medical **Reason for Trip**  
  • Or enter **Medicaid Number**

• Take special note of the address and how it is typed in
  
  • *750 E Adams* may not yield the same results as *750 East Adams*  
  • If user’s list of enrollees does not show up, go back to select an alternate address option

• Enter medical **Reason For Trip** Or **Medicaid Number**
  
  • Entering a **medical reason** with **no** Medicaid Number will provide list of orders to that address, for that medical reason, for all enrollees with a current order  
  • Entering **Medicaid Number** with **Any** medical reason will provide list of orders for that one Medicaid enrollee
• The next page will be for you to Renew Standing Orders
  • Renewal **dates** auto filled
    • January- June, then July- December
  • Confirm **days of the week**
    • Must check days that apply
    • Must **uncheck** days that do **not** apply
      • If enrollee has a day attached to that order outside of their regular schedule, on a holiday for example, that day of the week may be checked
  • Choose **weekly** or bi-*weekly*
  • Confirm/edit details such as **times and addresses** (Reach out to MAS contact or call center for changes to addresses or transportation provider)
  • Check Renew box.

    ***** If this box is not checked, orders will not be renewed

• For **holiday closures and changes**, complete list of dates at the bottom of the screen.
  • If facility is closed on 12/25/2017, and everyone will be seen the following day, enter dates in respective boxes.
  • If facility is closed and there is no alternate date, enter closed date and leave second box blank.
• Click Create once all information is entered
  • List will only yield 20 results per screen**
    • Once first list is completed, there will be an option to continue to the next set of 20 on the following screen
• Please wait while renewals are processed

• List of invoice numbers provided as confirmation
  • This invoice number represents the initial date of the standing order and can be communicated to vendors as needed
  
  • Select Continue to move on to next list of standing orders to be renewed
NYC PTAR System

- MAS does not authorize transportation for the NYC PTAR System.
- For additional information on the PTAR system please go to:
  
  https://www.emedny.org/selfhelp/PTAR/archive.aspx
Upstate New York Bus Pass Agency Ordering

Access the Website

![MAS Logo]

• **Blocked Account/Forgotten Password**
  - Enter Username and email in the “Forgot Your Password” section
  - A new password will be emailed to you.

• **New users**
  - Select “Create an Account”

**Viewing Message Alerts**

Messages may contain important information or updates regarding Medicaid Transportation.

• Users are required to read alerts before continuing to schedule a transportation request.
**Bus Pass Availability and Distribution**

Bus passes are available to agencies for distribution to eligible NYS Medicaid enrollees attending to and from Medicaid billable services at an agency’s location.

- It is the responsibility of an ordering agency to verify Medicaid eligibility prior to issuing a bus pass.
- Regardless of the number of passes distributed, orders should be submitted to MAS each month to keep agency status active.

**Bus Pass Type Usage**

- The number of appointments per month, as well as the number of passes/tokens required per trip, should be considered when determining the type of pass/token an enrollee is issued. This may vary depending on the county in which the trip takes place.
- Bus Passes will be issued to enrollees in consideration of both your agency participant’s dynamics as well as the number of times per month/passes per visit needed.

**Roster Based and Replenishment Agencies**

**Replenishment Agency**

- A replenishment agency is responsible to purchase an initial supply of bus passes directly from the public transit entity.
  - By the 15th of the current month the agency will log passes distributed to each enrollee.
  - MAS will reimburse for the passes distributed.
- Agencies must have online requests entered prior to the 15th of each month to guarantee delivery by the first of the next month.
  - Subsequent requests will be processed but cannot guarantee delivery prior to the first of the next month.
- When online ordering is complete. Agency must email MAS bus pass department
  - MAS will review each agency request and issue passes to the respective agency for each Medicaid Enrollee that is Medicaid eligible for transportation at time of request.

**Roster Based Agency**

- A roster based agency is aware of the number of appointments an enrollee has at their location in advance.
- A roster-based agency will request passes using the MAS online system by the 15th of the month prior to month of service.
  - MAS will mail passes to the agency for distribution.
• Agencies must have online requests entered prior to the 15th of each month to guarantee delivery by the first of the next month.
  o Subsequent requests will be processed but cannot guarantee delivery prior to the first of the next month.
• When online ordering is complete. Agency must email MAS bus pass department
  o MAS will review each agency request and issue passes to the respective agency for each Medicaid Enrollee that is Medicaid eligible for transportation at time of request.

Creating Agency Roster

Enrollees must be added to agency’s roster prior to requesting bus passes.

• Find Enrollee to Be Added

![Medicaid Menu](image)
• From Medicaid Menu, select Add/Edit Recipients

• Enter the enrollee’s identifying information (such as Medicaid number) to refine search.
• Change Status to Any
• Select Find Recipients

• On the next screen, select the enrollee’s name from the list to enter the enrollee’s profile
Add Enrollee to Agency Roster

- Select the Agency name in the appropriate Bus Pass Agency drop down list on the enrollee’s profile.

- Select your Agency name in the next available Bus Pass Agency drop down menu
  - Enrollees may have multiple agencies requesting passes
  - Up to three separate agencies can be added to an enrollee’s profile
  - Each agency must be listed in the profile for passes to be ordered online by that agency
- Select Save Changes to add enrollee to agency

***Enrollee is now associated with the selected agency.
- Return to the **Medicaid Menu** to proceed with requesting passes or replenishments

**Ordering Passes**

Bus pass agency must log each pass requested for distribution or replenishment in the MAS system.

- Each type and quantity of bus pass, per enrollee, must be logged in MAS system

**List enrollee by bus pass agency**

- From the **Medicaid Menu**, select Add/Edit Recipients

- Select **Bus Pass Agency** from list
- Change Status to **Any**
- Select **Find Recipients** to generate a list of enrollees associated with selected agency
Order Passes and Replenishments

- At the top of the list of agency’s enrollees, select **Request Bus Passes** to access the bus pass request list.

- Using the drop down menus “**Bus Pass Type 1 & Quantity**” and “**Bus Type 2 & Quantity**”, select the type of bus pass being requested and the number of that particular pass needed.
  - Each type and quantity of bus pass, per enrollee, must be logged in MAS system.
  - Up to 2 types of passes can be chosen for each enrollee (Ex. 5 Day Swiper, quantity of 1 and Single Ride Tokens, quantity of 6)

- Choose **Coverage month**
  - Select the month the passes were or will be in use

- Once all selections have been made, click **Submit to complete the process**
  - MAS will review your requested bus passes to either issue or decline a pass based on Medicaid eligibility.
List of Managed Long Term Care Plans

Medicaid Managed Care Provider Manual:
https://www.emedny.org/ProviderManuals/AllProviders/PDFS/Information_for_All_Providers_Managed_Care_Information.pdf

The following Managed Care Plans are **NOT ACCEPTED IN THE UPSTATE 55 MAS COUNTIES**

- AC - Catholic MLTC - ArchCare Senior Life, 866-263-9083
- AG - Agewell NY LLC, 866-586-8044
- AH – Aetna Better Health, 855-456-9126
- AL - Alphacare of NY Inc, 888-770-7815
- AP - Catholic Managed LTCS MLTC, 800-934-7704
- C7 - Center Light Health Care Pace, 877-226-8500
- CC - Complete Senior Care Inc, 888-303-4333
- CH – Catholic Health Plan Life PACE, 855-671-3341
- CP - Centers Plan for Healthy Living LLC, 855-270-1600
- E7 - Senior Care Connection, 855-376-7888
- EC – Extended MLTC LLC, 866-389-2656
- ED - Elderplan Inc Home First, 866-398-2656
- EG - Erie Niagara MLTCP Inc, 800-894-2464
- EG - Kalos Health, 800-894-2464
- EH – River Spring at Home (Elderserve), 800-370-3600
- FB – Aetna Better Health FIDA Plan, 855-494-9945
- FC – AgeWell New York FIDA, 866-586-8044
- FD – AlphaCare Signature FIDA, 855-632-5742 (Plan closed 12/31/16)
- FE – HealthPlus Amerigroup FIDA Plan (Closed 01/01/16)
- FF – ArchCare Community Advantage FIDA (Closed 11/30/15)
- FG – CenterLight Healthcare FIDA (Plan closed 12/31/16)
- FH – FIDA Care Complete, 800-466-2745
- FL – Elderplan FIDA Total Care, 855-462-3167
- FJ – RiverSpring FIDA Plan, 800-950-9000
- FK – Fidelis Care FIDA Plan, 800-247-1447
- FL – Guildnet Gold Plus FIDA Plan, 800-815-0000
- FM – Healthfirst AbsoluteCare FIDA, 855-675-7630
- FN – EmblemHealth Dual Assur. FIDA Plan (Plan closed 01/01/16)
- FP – ICS Community Care Plus FIDA, 877-427-2525
- FQ – Integra FIDA Plan (Plan closed 01/01/16)
- FR – Metropius FIDA, 844-288-3432
- FT – North Shore – LJF Live Well, 855-776-7545
- FV – VillageCare MAX Full Advantage FIDA Plan, 800-469-6292
- FW – VNSNY Choice FIDA Complete, 866-783-1444
- FX – WellCare Advocate Complete FIDA (Plan closed 12/31/16)
- FY – SWH Whole Health FIDA, 844-861-3432
- FZ – Fallon Heath Weinburg PACE, 855-665-1113
- GD – Fidelis Care at Home, 888-343-3547
- GN – Guildnet, 800-932-4703
- H1 - Senior Health Partners Inc, 866-585-9280
- HC - Hamaspik Choice, 855-552-4642
- HP – HIP MLTC Partial (Plan closed 01/01/16)
- IC - iCircle Services of the Finger Lake, 844-424-7253
- IL – Elder One (Independent Living), 855-457-4636
- IT - Integra MLTC Inc, 855-661-0002
- IS – Pace CNY, 888-728-7223
- IX – Independent Care Systems, 877-427-2525
- KX – Amerigroup Community Connections, 866-805-4587
- M3 – Evercare Choice Inc (Elant Choice), 877-255-3678
- MF - Montefiore HMO, 855-556-6683
- MH – HealthFirst Complete Care, 888-260-1010
- MP – MetroPlus MLTC, 855-355-6582
- M2 – Senior Network Health, 888-355-4764
- N6 - Total Aging in Place (Fallon Health Weinberg), 716-250-3100
- NA - Niagara Advantage Health Plan LLC, 866-843-7526
- NS – North Shore – LJ Health Plan, 855-421-3066
- PC - Prime Health Choice, 855-777-4630
- PO – Partners Health Plan FIDA IDD, 855-747-5483
- SW – Senior Whole Health, 877-353-0185
- TF - Center Light HealthCare Select (Plan closed 05/01/17), 877-226-8500
- TS - Total Senior Care Inc, 866-939-8613
- UH - United Health Care of NY, Inc. MLTCP, 877-512-9354
- VA - VNA Homecare Options, 855-877-8868
- VC - VNS Choice, 888-867-6555
- VL – Village Senior Services, 800-469-6292
- VN – VNS, 866-469-7774
- WN - Wellcare of NY Inc, 212-463-6100
- Y2 – Neighborhood Health (Closed)
- Y9 – Liberty Health Advantage, 866-542-4269
- YD - Fidelis Dual Advantage, 718-896-6500
- YF - Fidelis Care of NY, 877-533-2404
- YG – GuildNet, Inc MAP M/M, 800-932-4703
- YH - Senior Whole Health, 877-353-0185
- YL – Elderplan MAP, 866-386-9437
- YM – MetroPlus MA Advantage (Closed 01/01/16)
- YN – VNS Choice Plus M/M, 866-597-6674
- YO – Empire BCBS HealthPlus (Amerigroup Advantage Plus), 866-805-4589
- YT - Touchstone HLTH Prestige M/M, 914-288-1157 (Eligible only in Westchester)
- YU – United Health Care M/M, 866-362-3368
- YY – Affinity, 866-247-5678
- ZH - Health Insurance Plan of Greater NY, 646-447-5180
The following Managed Care Plans will not be authorized for NYC

- AC - Catholic MLTC - ArchCare Senior Life, 866-263-9083
- AG - AgeWell New York LLC, 866-586-8044
- AH - Aetna Better Health, 855-456-9126
- AL - AlphaCare of New York, 888-770-7815
- AP - Archcare Community Life, 866-467-9351
- C7 - Centerlight (formerly CCM), 877-226-8500
- CC - Complete Senior Care, 888-303-4333
- CH - Catholic Health Life PACE, 855-671-3341
- CP - Centers Plan for Healthy Living, 855-270-1600
- Elant Choice (Health Advantage Plan Inc)
- E7 - Senior Care Connection (Eddy), 855-376-7888
- EC - Extended MLTC, LLC, 866-389-2656
- ED - Elderplan dba Homefirst, 866-389-2656
- EH – River Spring at Home (Elderserve), 800-370-3600
- FI – Elder Plan FIDA Total Care, 718-921-7979
- GD - Fidelis Care at Home, 888-343-3547
- H1 - Senior Health Partners Inc, 800-633-9717
- IL - Independent Living for Seniors d/b/a ElderOne, 855-457-4636
- IS - Loretto/PACE CNY/Independent Living Services HMO, 888-728-7223
- IT - Integra MLTC Inc, 855-661-0002
- IX - Independent Care Systems, 877-427-2525
- KX - Amerigroup Community Connections [Care Plus Conn], 866-805-4589
- MF - Montefiore HMO, LLC, 855-556-6683
- MH - MHI Healthfirst Complete Care, 888-260-1010
- MP - Metroplus MLTC, 855-355-6582
- MZ - Senior Network Health LLC, 888-355-4764
- N6 - Total Aging in Place, 866-882-8185
- NS – NorthShore, LJ Health Plan, Inc, 855-421-3066
- PO – Partners Health Plan Inc., 646-844-4020
- SW - Senior Whole Health, 877-353-0185
- TF - Centerlight Select (formally CCM Select), 877-226-8500
- TS - Total Senior Care Inc, 866-939-8613
- UH - UnitedHealth Personal Assist, 855-345-6582
- VA - VNA Homecare Options LLC, 855-877-8868
- VC - VNS Choice, 888-867-6555
- VL – VillageCareMAX, 800-469-6292
- YF - Fidelis Care of NY, 877-533-2404
- YG - GuildNet, Inc, MAP M/M, 800-932-4703
- YH - Senior Whole Health M/M Plus, 877-353-0185
- YL - Elderplan MAP, 866-386-9437
- YN - VNS Choice Plus M/M, 866-597-6674
- YU - United Health Care M/M
- YO - Amerigroup Advantage Plus, 866-805-4589
- WN - Wellcare of NY MLTC, 212-463-6100
- ZH - HIP of Greater NY, 866-447-9717
MAS Hours of Operation

- MAS operates 24/7, 365 days a week. The calling hours for enrollees are 7am-6pm Monday-Friday.
  - Please contact MAS as far in advance as possible when scheduling your non-emergency medical transportation. Enrollees should contact MAS a minimum of 3 days in advance of their medical appointment

- Please contact MAS during normal business hours (8am-5pm, Monday-Friday) for information on processing and/or the status of 2015 and 2020 forms.

- Please contact MAS during normal business hours (8am-5pm, Monday-Friday) for scheduling of long distance/commercial travel trips.

- If you need to document a situation that took place during a trip, whether off hours or not, you should contact MAS to enter a “Trip Concern”, any Customer Service Representative is capable of entering a trip concern.
  - To enter a trip concern, you can either call your MAS County number and provide the Customer Service Representative with the appropriate information to document the situation or fill out a secure online submission on the MAS website. The Trip Concern option can be found on the MAS website, www.medanswering.com

- In the event you encounter an issue during off hours you can call MAS on your general county number and ask to speak with a supervisor, we have supervisors and managers staffed 24/7.

5/10/2018