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## Medicaid Transportation – Verification of Medicaid Transportation Abilities (Form-2015) Policy and Procedure

### POLICY

**Effective June 6, 2022, the Form-2015 must be submitted through the transportation manager's online portal. Forms submitted through any other method will not be processed and must be resubmitted through the online portal.**

When traveling to medical appointments Medicaid enrollees are expected to use the same mode of transportation used to carry out daily activities. In some instances, an enrollee's medical condition necessitates a specific mode of transportation such as taxi/livery, ambulette, or ambulance. The Medicaid Transportation program will pay for the lowest cost, most medically appropriate mode of transportation as justified by an enrollee's medical provider.

Medical providers are required to complete the Verification of Medicaid Transportation Abilities (Form-2015) to provide a medical justification when requesting a specific mode of transportation for an enrollee.

To be approved, the Form-2015 must:

- Be fully completed.
- Clearly describe the diagnosis/medical condition which necessitates the requested mode of transportation.
- Include the anticipated length of time the enrollee requires the requested mode of transportation.

The Form-2015 must be reviewed and signed by one of the following licensed medical providers:

- Physician
- Physician's Assistant
- Dentist
- Registered Nurse
- Nurse Practitioner
- Occupational Therapist
- Physical Therapist
- Licensed Master Social Worker (LMSW)
- Licensed Clinical Social Worker (LCSW)
- Mental Health Counselor

An approved Form-2015 can cover one trip or multiple trips, including recurring appointments known as standing orders. The Form-2015 must be updated by the medical provider when the enrollee's status changes in any way. The Department of Health and its transportation managers may ask for an updated Form-2015 at any time to support the requested mode of transportation and ensure it remains medically appropriate.

The Form-2015 does not replace the requirement for obtaining prior authorization from the Department's transportation manager. Rather, the Form-2015 is used in conjunction with a prior authorization to support the request for a specific mode of transportation.

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The Form-2015 is not required when an enrollee travels by public transit. It is also not required to travel by taxi/livery when the enrollee resides further than 1/2 of a mile from a public transit route in New York City or 3/4 mile from a public transit route rest of state.

The Form-2015 may be rejected if:

- It is not fully completed.
- It is not signed and dated by the enrollee's medical provider using their own NPI number.
- It is signed by a medical provider other than the titles listed above.
- It is illegible.
- The medical justification does not adequately support the need for the requested mode of transportation.
- The medical justification contains only a diagnosis or diagnosis code without speaking to the individual's ambulatory needs.
- Not submitted through the managers/brokers secure portal.

To ensure reliability and reduce fraud/abuse or misuse, the Department will be alerted if a pattern is identified where a medical provider submits Form-2015s on behalf of several enrollees all indicating a similar medical justification. The medical provider may be required to meet with the transportation manager to discuss the enrollees' needs and proper completion of the Form-2015. The medical provider may be required to resubmit the Form-2015 with updated, correct information for the enrollees.

### **PROCEDURE**

1. The enrollee's medical provider must complete, sign, and submit the Form-2015 through the transportation manager's online portal. Forms submitted by any other method will not be processed and must be resubmitted through the online portal.
2. The transportation manager is contractually required to ensure the request for a specific mode of transportation is appropriate and may ask for additional information to determine the legitimacy of the request. Any omission of the requested information will cause a delay in a determination.
3. The transportation manager will notify the medical provider of the determination.
4. The medical provider must renew the Form-2015 through the online portal:
  - annually (at a minimum), or
  - at the end date indicated on the current form, or
  - when the enrollee's medical condition requires a different mode of transportation.