

Medicaid Transportation FAQ

1. Is a trip to the pharmacy a covered service?
 - Unfortunately no, NEMT will not cover the trip to and from the pharmacy.
2. Can a therapist fill out the 2015 Form if he/she does not have an NPI?
 - Yes, but please do include license number if available.
3. Are the livery services provided by Lyft or regular livery companies?
 - Livery services are provided by community livery vendors contracted by the New York State Department of Health.
4. If hospice patients require transportation, should it be booked through MAS?
 - The process for booking transportation depends on the patient's insurance and managed care plan. If patient is enrolled in any of the plans in-network with MAS, the ride can be arranged through MAS.
 - Hospice patients may be covered through their Medicare benefit where an ambulance company may pick up the patient with no authorization required (if there is no managed care organization attached).
 - *For patients with Managed Long Term Care plans please see toolkit for additional transportation managers (p.64-65).*
5. How can HARP enrollees access transportation that is part of their Plan of Care (i.e. to a job interview)?
 - In order to receive BH HCBS, eligible enrollees must be assessed by the Health Home Care Manager using the New York State Community Health Mental Health Assessment tool and developing the Person-Centered Plan of Care.
 - If the care manager determines there is a need for transportation to support an individual's identified goals, the Health Home Care Manager will include justification for this service within the Person Centered Plan of Care.

- The Health Home Care Manager will complete the “NYS BH HCBS Plan for Transportation Grid” (Grid).
 - After completing the Plan of Care and the Grid, the Health Home Care Manager will send it to the MCO for approval.
 - The MCO is responsible for approving the Person-Centered Plan of Care and for forwarding the completed Grid to the Department of Health’s Medicaid Transportation Manager.
 - *See toolkit for additional information on HARP and the Grid.*
6. How would we know if the patient has already received their three courtesy rides?
- MAS will advise that the patient requires a 2015 form and has used up all their courtesy rides before arranging the trip.
7. How does a practice get a login for MAS?
- No login required, just a few patient identifiers to get started (*see slide 13 of the webinar slide deck*)
8. Is this web based? Or is this an application that needs to be purchased?
- No purchase required. (*see answer above*)
9. How often is the 2015 form renewed?
- Renewed only when patient requires a new level of transportation (i.e. from livery to ambulette).
10. What are the "desired transportation vendor" options?
- Vendor options for The Bronx are available in the toolkit (*see page 52*)
 - For updates visit:
<https://www.medanswering.com/locations/nys/nyc/thebronx/bronxtp/>

11. Does Bronx Partners have transportation services for all of the NYC boroughs? Are the cab companies only from the Bronx?
- This service is through Medical Answering Services who is contracted by NYS DOH. They do have more transportation providers throughout NYC.
 - Manhattan: <https://www.medanswering.com/locations/nys/nyc/manhattan/manhattantp/>
 - Queens: <https://www.medanswering.com/locations/nys/nyc/queens/queenstp/>
 - Staten Island: <https://www.medanswering.com/locations/nys/nyc/si/sitp/>
 - Brooklyn: <https://www.medanswering.com/locations/nys/nyc/brooklyn/brooklyntp/>
12. Can standing orders be done online?
- MAS can schedule a training session with a field liaison and they can provide a login and password.
13. What are the requirements for a patient to be eligible to be enrolled in NEMT?
- Patient must have Medicaid. The MCO plan determines which transportation management company to use. *(see pages 64-65 of toolkit for other transportation managers, and slide 7 of webinar deck for MAS).*
14. What are some reasons that taxi service is underutilized? What is the eligibility for it?
- It is unclear why it has been underutilized. We hope with this webinar and materials we can increase use and access for patients.
 - To be eligible, patient cannot use public transportation because of their diagnosis, condition, and/or cannot stand for long periods of time.
15. How are the types of appointments covered determined?
- Non-emergency medical transportation covers ALL medical appointments.
16. Is there an app available for the members to use?
- No application available for MAS, just the online system which is also mobile friendly.

17. If a provider refuses to complete the 2015 form, how should we proceed?
- It can also be completed by the enrollee's relevant medical practitioner and sent to the transportation manager (i.e. Physician, Physician Assistant, RN, NP, LMSW, LCSW, etc.). Just be sure to include the license number.
18. How long does it take for form to be approved or denied?
- Responses are received within 48 hours.
19. Is NEMT available for all Medicaid clients, not just for HARP enrollees?
- Correct, NEMT is a benefit for all Medicaid enrollees (excluding Emergency Medicaid)
 - HARP enrollees are eligible for NEMT and non-medical transportation.
20. What does "medical eligibility" mean?
- It is the medical reasons to why a patient can/cannot use a certain mode of transportation.
21. What must you do if patient does not show up or cancels after you schedule him/her?
- Contact MAS or you can make the adjustments online.
22. Are the transportation providers screened/vetted?
- NYS DOH is responsible for registering with providers.
23. If we repurpose some of our vehicles to begin picking up our patients, can we then be a preferred vendor and possibly be reimbursed for providing the transportation?
- You must be a registered provider. To become a provider you must:
 - Step 1: Fill out application to provide NEMT with the DoH on eMed web site.
<https://www.emedny.org/info/ProviderEnrollment/transportation/Option2.asp>
[x](#)
 - Step 2: Approval of an application can take 90 days or longer.

- Step 3: Upon receiving approval, which comes in the form of a letter from the DoH which includes your Medicaid transportation provider number, please fill out the following:
 - The appropriate Transportation Provider Information form lets us know about you. <https://www.medanswering.com/wp-content/uploads/2017/12/NYC-Provider-Information-Form-12.2017.pdf>
- Step 4: Send all three documents to MAS via email: web_access@medanswering.com. If you have any questions, please contact MAS operations department via email at web_access@medanswering.com
- Step 5: MAS will respond to these documents by email, providing a username and password to create and manage your account. Expect to be contacted by a MAS field liaison to schedule training on MAS system, and when you wish to be activated, if not immediately following your liaison meeting. You must meet with a liaison before an online account is activated.

24. Is there a way to give feedback regarding the quality of the patient's experience?

- Unfortunately not through MAS, it will be patient self-reported.
- If patient had a bad experience with a transportation provider, you or the patient can call MAS who will investigate the complaint. MAS will keep note and book with a different vendor for future.

25. What about transportation for clients who have MLTC?

- Patients who have MLTC may go through either LogistiCare or National Medtrans (*see pages 64-65 for network of MCOs*).
- If you do not see the MLTC you are looking for, contact the MLTC plan and request their transportation management company.