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*Medical Insurance and Community Services  
Administration (MICSA)*

**MEDICAID ALERT**

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**April 26, 2017**

Medicaid Transportation Management for All Medicaid and  
Mainstream Managed Care Enrollees

The following Alert is to inform Hospitals, Medicaid Providers, Community Based Organizations, Client Representatives that the New York State Department of Health has announced the award of a contract to **Medical Answering Services LLC (MAS)**. Effective **April 23, 2017**, MAS will be the new Medicaid transportation manager for the New York City region, which includes: New York County (Manhattan), Kings County (Brooklyn), Bronx County (Bronx), Richmond County (Staten Island), and Queens County (Queens).

In New York City, MAS will be 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. Dual eligible (Medicare and Medicaid) consumers enrolled in either a Managed Long Term Care plan (Partial Cap, PACE, Medicaid Advantage Plus) or a Medicaid Advantage Plan) will continue to receive their non-emergency medical transportation services through their plans.

MAS is currently the Department of Health's Medicaid transportation manager for the Hudson Valley, Finger Lakes, Northern New York and Western New York regions and has been providing services to over 2,000,000 Medicaid enrollees in 55 counties. As the transportation manager, MAS has maintained working relationships with thousands of medical providers and hundreds of transportation vendors.

The MAS contact information is below.

Telephone: 1-844-666-6270 (NYC specific)

Telephone: 1-800-850-5340 (General)

Fax: 1-315-299-2786

Website: <https://www.medanswering.com/>

Mailing Address: Medical Answering Services, LLC  
PO Box 12000  
Syracuse, NY 13218

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NYC Medicaid Alerts are a Periodic Service of the NYC Human Resources Administration  
Medical Assistance Program • Office of Eligibility Information Services • 785 Atlantic Avenue Brooklyn NY 11238  
Steven Banks/ Commissioner ♦ Mari Maritere, Chief External Affairs Officer, Office of External Affairs  
Maria Ortiz-Quezada, Director of EIS

MAS is responsible for managing Medicaid fee-for-service transportation for eligible Medicaid enrollees and Medicaid Mainstream Managed Care enrollees.

All trips must be pre-arranged by an enrollee or medical practitioner and confirmed with MAS.

Enrollees who are unable to utilize mass transit must ask their medical practitioner to request their transportation from MAS for their first trip. Subsequent trip requests for a mode of transportation higher than mass transit will require medical practitioners to complete and sign a medical justification form (2015 Form). Upon receipt of the 2015 Form from the medical practitioner, the information will be reviewed and the request for prior authorization for non-emergency transportation will be approved or denied based upon New York State's Medicaid program criteria. The 2015 Form and associated documentation will be uploaded and retained in the MAS system for future reference. MAS will seek a new medical justification form for an enrollee anytime a change in their health status necessitates a change to their mode of transport.

If a medical practitioner has previously requested transportation for an enrollee and has already completed the 2015 Form, and the medical needs of the enrollee have not changed, the enrollee may book the ride directly with MAS.

Enrollees using mass transit while visiting a provider who participates in the Public Transportation Automated Reimbursement System (PTAR) will continue to receive their Metrocards directly from the medical facility. (PTAR participating providers are those who dispense Metrocards at their medical site). Enrollees using mass transit to travel to appointments to non PTAR participating providers need to contact MAS, 3-days in advance of their appointment date and MAS will mail out a MetroCard to the enrollee. Enrollees need to provide their Client Identification Number (CIN), date of appointment and provider name available when contacting MAS.

Requests for urgent care trips for same day or next day medical care will be reserved pending confirmation from the medical provider that the enrollee needs to come in that quickly.

PLEASE SHARE THIS ALERT WITH ALL APPROPRIATE STAFF