

Enrollee Frequently Asked Questions

1. Will NYS Medicaid cover the cost of transportation to my medical appointments?

Yes, when prior authorized, the NYS Medicaid program covers the cost of transportation to and from Medicaid-covered medical services. This includes trips via public transit, taxi/livery, ambulette, ambulance (Advanced Life Support or Basic Life Support), and personal vehicle mileage reimbursement. Members generally travel using the same mode they use for daily living.

2. What if I need transportation to a Medicaid-covered service that is non-medical?

The NYS Medicaid non-emergency medical transportation (NEMT) benefit is restricted to transport to and from *medical* appointments. However, Medicaid members may be eligible to receive transportation services through Social Care Networks. Members should contact [Social Care Network lead entities](#) to learn more about transport to non-medical services.

3. Do NYS Medicaid members have to pay for transportation to Medicaid-covered medical services?

No. Transportation to authorized healthcare services is provided at no cost to enrollees. Scheduling online or by phone with the NYS Medicaid Transportation Broker, MAS, ensures transportation is authorized, per NYS Medicaid policy. Transportation providers (aside from public transit) should never request or accept direct payment from an enrollee for a Medicaid-authorized trip.

4. How do I get started with using the NYS Medicaid transportation benefit?

Members enrolled in NYS Medicaid (including those enrolled in a Medicaid managed care plan and those enrolled in fee-for-service Medicaid) must contact the NYS Medicaid Transportation Broker, MAS, to confirm eligibility and set up trips.

5. How do I set up transportation for my appointment?

You can set up non-emergency Medicaid transportation two ways:

1.) Call the MAS [Contact Center](#):

Downstate Counties: Bronx, Brooklyn (Kings), Manhattan (New York), Nassau, Putnam, Queens, Staten Island (Richmond), Suffolk, Westchester

844-666-6270

Upstate Counties: Albany, Allegany, Broome, Cattaraugus, Cayuga, Chautauqua, Chemung, Chenango, Clinton, Columbia, Cortland, Delaware, Dutchess, Erie, Essex, Franklin, Fulton, Genesee, Greene, Hamilton, Herkimer, Jefferson, Lewis, Livingston, Madison, Monroe, Montgomery, Niagara, Oneida, Onondaga, Ontario, Orange, Orleans, Oswego, Otsego, Rensselaer, Rockland, St Lawrence, Saratoga, Schenectady, Schoharie, Schuyler, Seneca

866-932-7740

2.) Create an account on [MAS' website](#) and arrange the trip online. You will need the following information to create an account:

First Name | Last Name

Email Address

Cell Phone

Medicaid Client Identification Number (CIN) or Medicaid Number

Last 4 of Social Security Number

Birth Date

6. Does MAS arrange Medicaid transportation in all areas of New York State?

Yes. MAS serves Medicaid enrollees in all areas of New York State. For information regarding eligibility, please call the MAS contact center for assistance.

7. What are the MAS Contact Center hours of operation?

Regular business hours for enrollee services are Monday through Friday, 7am – 6pm. Transportation can be scheduled [online](#) at any time. Contact Center customer service representatives are available 24/7 every day to arrange discharges and transportation requests (urgent transportation).

8. How long in advance does MAS need to be notified to schedule a trip?

Enrollees should contact MAS at least 72-hours in advance of needing transportation. This ensures that proper transportation can be secured. For physician office sick visits and trips to Urgent Care, transportation can be arranged within a lesser timeframe.

9. How do I know what transportation level to use when setting up an appointment?

The appropriate level of transport is based on NYS policy, which requires you to use the most medically appropriate and cost-effective mode. Enrollees should travel with the same level of used for regular activities of daily living, such as shopping, worship and visiting friends and family. When an enrollee has a physical or medical need to travel by taxi, ambulette, or non-emergency ambulance, MAS will work with the enrollee's healthcare provider to document the need for a specific mode of transportation. MAS electronically collects a medical necessity form (referred to as a "2015 Form") from the enrollee's medical provider prior to the enrollee's trip.

Additional information on the different modes of transportation is available here: [Modes of Transit](#)

10. How far will MAS authorize travel for a medical appointment?

Medicaid enrollees will be transported to the nearest qualified and appropriate medical provider that can meet their healthcare needs.

- Medicaid transportation regulations require that services be provided within the enrollee's designated Common Medical Market Area (CMMA), based on their residential address.
- Each medical condition or service type has a defined geographic coverage area, which may vary depending on the availability of appropriate providers and services within the region.
- Medicaid enrollees may choose to receive care from any medical provider; however:
 - Medicaid will only cover transportation to providers who offer Medicaid-covered services **and** are located within the enrollee's CMMA.
 - Transportation to providers outside the CMMA will only be covered if a referring provider completes and submits a form confirming that medically necessary care is not available within the CMMA (referred to as the "2020 Form").

11. What if I have a car and I'm eligible for Medicaid transportation?

The Medicaid program reimburses enrollees for mileage to *prior authorized* appointments. Enrollees must schedule their trips *in advance* online or via the MAS Contact Center as

“Mileage reimbursement.” Reimbursement forms must be submitted within 60 days of the appointment. Mileage reimbursement forms can be found by clicking [here](#).

Please note that this does not apply to trips that travel between the 5 boroughs of New York City.

12. Does MAS use a relay system for hearing disabled? What about translations?

Yes! MAS uses a relay system for the hearing disabled in every county or borough ([found here](#)). We also offer translation services through our Contact Center. With minimal wait time, MAS can provide translation for any requested language.

13. How do I choose a transportation provider with MAS?

There are numerous ways a transportation provider can be selected. Different options may be available based on different factors. There are times when a particular provider may be selected by the enrollee and times when a Preferred Provider covers a certain region. Modality may choose transportation provider, however, there may be scenarios where choice may be restricted.

14. Does MAS provide bus fare / public transit passes?

Yes. Enrollees who typically travel by public transit should request transportation through MAS at least 5 days before the healthcare appointment date. Scheduling in advance allows time for MAS to mail transit passes. When passes cannot be mailed in advance, public transit fare to *prior-authorized appointments* is reimbursable. For more information on requesting public transit passes or the reimbursement process, please call the Contact Center for assistance or email publictransitsupport@medanswering.com.

Additional information on public transit resources is available here: [Public Transit](#).

15. What should I expect of a transportation provider?

All transportation providers are expected to provide respectful and courteous service. Their main priority is to ensure the safety of the passenger and the vehicle. The vehicles should be equipped with appropriate safety devices, air conditioning, and functioning heat. The driver should never smoke in the vehicle, whether there is a passenger in it or not.

Please note that transportation providers are not required to stay with enrollees for the duration of their medical appointments.

16. What is expected of me to be able to receive transportation?

Enrollee information must be updated with Medicaid so that the address and phone number are accurate. Your home environment should be free and clear of hazards that

affect the ability of the transportation company to provide their service, such as snow removal or securing animals. Wearing a proper wardrobe for the weather is the responsibility of the enrollee or their caregiver.

17. How can I submit a comment or feedback?

Enrollees can submit transportation feedback to MAS [online](#) or by calling the Contact Center.

Enrollees can submit transportation broker feedback to the NYS Department of Health's Medicaid Program using the online [broker complaint form](#) or by emailing medtrans@health.ny.gov

18. How do I report cases of suspected Medicaid program fraud or abuse?

To report suspected fraud or program abuse, enrollees can contact MAS's [Contact Center](#) or can complete an online form on [MAS' website](#). Enrollees can also submit fraud referrals directly to the [NYS Office of Medicaid Inspector General \(OMIG\)](#)