

## Leading Age FAQs

### **NYSDOH 2015 Policy: Verification of Transportation Abilities**

#### **Key Points**

- **NYSDOH 2015 Policy can be found on [www.medanswering.com](http://www.medanswering.com), under Med Providers, and Forms & Resources, or click [here](#).**
- **Form must be submitted electronically through the MAS online portal**
- **Medicaid will pay for the lowest cost, most medically appropriate mode of transportation, as justified by the Enrollee's medical provider and documented in their medical record**
- **Start by entering the trip in the MAS online portal. The MAS system will tell you if a form is required.**

#### *Does all transportation for SNFs default to Door-to-Door service?*

No, the most medically appropriate mode as documented in the enrollee's medical record should be used. This mode should be in line with how they get around for all other activities. Note: A mode should not be used in lieu of staffing.

#### *Enrollee is only ambulatory for certain distances, what mode do we choose?*

The most medically appropriate mode as documented in the enrollee's medical record should be used. This mode should be in line with how they get around for all other activities. Note: A mode should not be used in lieu of staffing.

#### *Can Additional Riders/Volunteers/Staff assisting patients ride with the transportation provider?*

An additional rider can ride in the vendor's vehicle when needed to assist the patient. Note: Additional riders are not compensated.

#### *Transporting Minors: (are vendors required to pick up and return the child home?)*

Minors are not allowed to be transported without an adult responsible for the child (additional rider), therefore there is no need for the vendor to return a child to the door, as that is the responsibility of the responsible adult.

#### *What NPI should be used for a nurse?*

A nurse who is scheduling transportation should be using the NPI of the supervising physician. NPIs can be searched by name as well as the number. If the NPI does not populate, please call your field team for assistance.

### **NYSDOH 2020 Policy (Common Medical Marketing) and Letters of Medical Necessity (LMN)**

#### **Key Points**

- **NYSDOH 2020 Policy can be found on [www.medanswering.com](http://www.medanswering.com), under Med Providers, and Forms & Resources, or click [here](#).**
- **CMMA (Common Medical Marketing Area) is the geographic area from which a community customarily obtains its medical care and services.**
- **Please attend an upcoming webinar specific to CMMA, the NYS Form-2020 and Letters of Medical Necessity. Webinar registration can be found on your Dashboard, after logging into the MAS system, under "Webinar Calendar".**
- **Start by entering the trip in the MAS online portal. The MAS system will tell you if a form is required.**

## Trip Management

### Key Points

- **Medical Providers are encouraged to use the MAS online portal for scheduling all trips.**
- **Standing orders are recurring appointments to the same location, at the same times of day, same days of the week, for the same medical reason, and can be scheduled for up to 6 months. The NYSDOH Standing Order policy can be found at [www.medanswering.com](http://www.medanswering.com), Med Providers, Forms & Resources, or by clicking [here](#).**
- **Medical Providers can schedule trips on the same date of service through the MAS online portal.**

#### How do I Change addresses and phone numbers?

Addresses and phone numbers should be up to date with the local DSS or HRA in NYC. Once that occurs, the address/phone number can be updated upon trip creation.

#### When can families schedule transportation?

Families are encouraged to schedule transportation at least 3 days in advance. Long-distance trips that require commercial travel, such as airfare, hotels, etc., require 7-10 business days.

#### Standing Orders

Standing orders are used for regularly occurring appointments, such as dialysis, and for Adult Day Health Care (Method 2 only) and can be arranged for up to 6 months. Please review NYSDOH Standing Order Policy [here](#).

#### Can an Outpatient surgery appointment be scheduled as a round trip?

Outpatient surgeries can be scheduled as a round trip.

#### How do I know if the details of a trip have changed, such the transportation provider changed?

MAS is currently working on programming that will push notifications to the trip creator when an element regarding the trip has changed. This will be coming.

## Discharges

### Key Point

- **Medical Providers can schedule discharges through the MAS online portal within 30 minutes of the pick-up time.**

#### Can transportation be used to transport someone home from a facility?

If an enrollee is being discharged home after completing their rehabilitation, transportation can be used to get the enrollee home. Likewise, enrollees can be discharged from a hospital to a skilled nursing facility on the same day the request is made. The most documented medically appropriate mode should be utilized.

#### Who arranges the discharge when the enrollee is being discharged from the Emergency Room back to the facility?

The hospital can arrange this discharge back to the facility. The hospital will be responsible for selecting the documented most medically appropriate mode of transportation at that time.

## Covered vs Non-covered Services

### Key Points

- NEMT (non-emergency Medicaid transportation) can only be used for non-emergency Medicaid covered services.
- NEMT cannot be used to move a person from one location to another due to an impending emergency, to go to the pharmacy, grocery store, etc.

### What can non-emergency transportation (NEMT) be used for?

NEMT can only be used for a non-emergency Medicaid covered medical service. It cannot be used to move a person from one location to another due to an impending emergency, to go to the pharmacy, grocery store, etc.

## Hospice services

### Key Point

- Hospice is generally not a service that NEMT can authorize transportation *unless* the enrollee is under the age of 21, and is being transported for medically necessary curative services, per Section 2302 of the Affordable Care Act, “Concurrent Care for Children”. For all others, Hospice is responsible for transportation.

## Grievance Process/Complaints

### Key Points

- MAS has a simple way to report your feedback through the [MAS website](#).
- MAS is required to report complaints and fraud to the NYSDOH.

### What is the complaint process?

There is a complaint process with the NYSDOH and MAS. Yes, MAS encourages medical providers to discuss any concerns directly with their Field Liaison for swift resolution. In addition, the MAS Contact Center is open 24/7 to address any urgent concerns. Providers can also use the Customer Feedback Form to submit concerns directly to MAS’s Quality Assurance team. Comments and concerns are closely monitored and promptly addressed.

To send a complaint directly to the New York State Department of Health for Transportation, use the following email or contact number: [Medtrans@health.ny.gov](mailto:Medtrans@health.ny.gov) or 518-473-2160.

To send a complaint directly to MAS please use the following resources:

- Medical Provider Field team contact information: <https://www.medanswering.com/medical-provider-relations-team/>
- MAS Customer Feedback Form: <https://www.medanswering.com/comments-or-concerns/>

## Access to the MAS System

### Key Points

- **Medical Providers are encouraged to utilize the MAS online system for all trip management.**
- **If your facility already has access to the MAS online system, please see your MAS System Administrator for access.**

### How to request access to the system?

- Medical Provider link here: <https://www.medanswering.com/login.taf> and select the “Create an Account link.”
- Enrollee: MAS has an easy application process that takes only a few minutes. Certain pieces of information are required to be able to create an account. Specific information is included here: <https://www.medanswering.com/become-an-enrollee/>

## Training and Education

### Key Points

- **Medical Providers can access free training and education through the MAS online portal**
- **Education opportunities are on-going and varying topics are offered each month**

### Where can I find information about upcoming training opportunities?

Upcoming training opportunities for Medical Providers can be found on your Dashboard, after logging into the MAS system, under “Webinar Calendar”. To register for a class, click on the link in the calendar and fill out the registration form. Webinar details will be sent to your email once you have registered.

### What types of training opportunities are available?

Webinar training is offered on the following topics varying by month: MAS Overview of Transportation Management, MAS System Access, Dialysis Transportation Management, Substance Use Disorder Treatment Transportation Management, Mental Health Transportation Management, NYSDOH Form-2015 Verification of Transportation Abilities, and NYSDOH Form-2020 Common Medical Marketing Area.

### Will there be any Webinars on DOH HCBS non-medical transportation process?

MAS can schedule a future webinar on HCBS waiver grid social transportation in the future. Check your training calendar on your portal for future dates to be added.

## MLTC and Suffolk/Nassau Rollout

### Key Points

- **MAS does not currently authorize transportation for Nassau and Suffolk Counties.**
- **Nassau and Suffolk Counties will begin a phase in approach towards the end of 2023.**
- **MAS does not currently authorize transportation for MLTCs.**

- **MAS will begin a phase in approach with MLTCs sometime during 2024.**
- **When the phase in starts, MAS will provide training and education to medical providers and ensure members do not experience any disruptions in their service.**

## Miscellaneous

### Key Points

- **MAS has a Provider Relations Team to assist with specific questions. Please visit the MAS website at [www.medanswering.com](http://www.medanswering.com), Med Providers, MP Relations Team**

Will MAS be exempt from any congestion pricing in NYC in 2024 into Manhattan?

MAS follows pricing guidelines regarding congestion pricing as dictated by NYSDOH.

Are SNFs required to have contracts with vendors they use?

If a SNF is using non-emergency transportation for medical appointments, an additional contract is not necessary. If an ADHC is a method 1 program, managing their own transportation, then they must have their own arrangements, either with their own vehicles, or with a transportation provider. Method 1 trips are not authorized by MAS.

Please explain custom rate payments and why transportation providers are asking for it in NYC.

Custom rates are used rarely when there may be an extenuating circumstance specific to the enrollee in which the trip cannot be accommodated with the usual and customary staffing/vehicle/equipment.

How does a transportation company back bill for enrollees with pending Medicaid?

A transportation provider can bill for trips that were provided while Medicaid is pending. As soon as the Medicaid becomes active/eligible, the transportation provider will work with MAS to ensure that trips dating back to the Medicaid active/eligible date can be billed.

Freedom of Choice and Stark Law

If the medical provider is selecting the transportation provider, isn't this a violation of Stark law?

Stark law is not pertinent in this situation. "The Physician Self-Referral Law, commonly referred to as the Stark law, prohibits physicians from referring patients to receive "designated health services" payable by Medicare or Medicaid from entities with which the physician or an immediate family member has a financial relationship, unless an exception applies."