

Non-Emergency Medical Transportation: Process Overview



Non-Emergency Medicaid Transportation



Introductions

MAS Team



- NYSDOH
- Leading Age
- MAS

Agenda

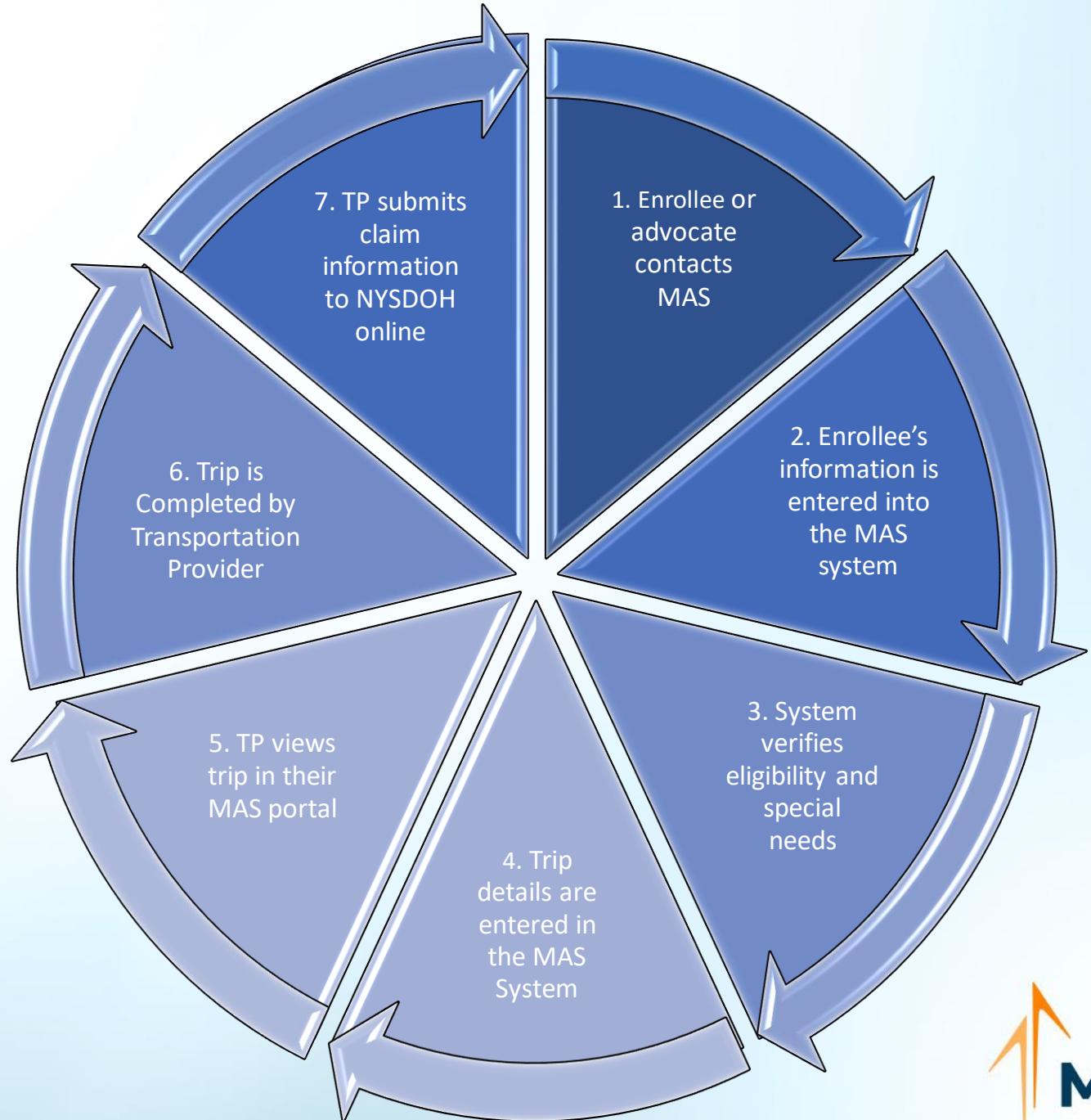


- Overview of NEMT
- Modes of Transportation
- MAS Website
- MAS Online System
- Questions & Answers



Overview of NEMT

Authorizations



Eligibility



- MAS authorizes:
 - Enrollees with active/eligible/emergency services Medicaid
 - Mainstream Managed Care
 - Health and Recovery Program (HARP)
 - Waivered Services: TBI, NHTD (include the use of an approved Transportation Services Grid)
- MAS does NOT currently authorize transportation for those enrolled in Medicaid Managed Long Term Care (MLTC) plans
 - www.emedny.org

Information Needed



What you'll need when ordering

- Enrollee's Information
 - Medicaid Number
 - Name
 - Birth date
 - Address
 - Contact number
- Medical reason for the appointment (*i.e. Discharge*)
- Level of transportation required (based on medical conditions and 2015 forms- *when applicable. 2015 not needed for hospital discharge*)
- Name of ordering/discharging physician
- Date and time of the appointment/discharge
- Locations
 - Specific street address including room or department location is needed
- If applicable, preferred transportation provider
- Any other special instructions needed for the trip



Modes of Transportation

Modes of Transportation



- Mileage Reimbursement
 - Self-drive (in home)
 - Volunteer drive (out of home)
- Public Transportation
- Curb-to-Curb
 - Volunteer Driver Agency
 - Taxi/Livery
- Door-through-Door: Ambulette
 - Ambulatory (requires assistance)
 - Wheelchair
 - Stretcher (no monitoring)
- Ambulance
 - BLS
 - ALS
- Commercial Travel



MAS Website

MAS Website



- www.medanswering.com
- Highlights
 - Medical Providers
 - Forms & Resources
 - FAQs
 - Contact Us
 - Trip Feedback
 - Report Fraud
 - Medical Provider Relations Team
 - Enrollee
 - Transportation Provider search option



MAS Online System

MAS Online System



- Medical Provider Access
 - System Access
 - System Administrator
- Standing Order Management
- Individual Trips
- Forms
 - NYS-2015
 - NYS-2020



Next Steps