



## Managed Long Term Care Non-emergency Medical Transportation (NEMT) Transition Frequently Asked Questions (FAQs)

**Q. When will MLTC non-emergency medical transportation officially transition to MAS, under the New York State Non-emergency Medical Transportation program?**

**A.** MAS will officially take responsibility of the NEMT benefit for all MLTC Partial Capitation and MAP members at 12:00 AM on Friday, March 1, 2024.

**Q. Will the MLTC plan still be responsible for setting up and coordinating transportation?**

**A.** No. The NEMT benefit is leaving MLTC, so the plans PMPM reimbursement will no longer include compensation for this service. The team at MAS can handle all transportation requests. There are some exceptions regarding Social Adult Day Care (SADC) transportation, which is addressed in the following question.

**Q. Will the MLTC plan still be responsible for setting up and coordinating Social Adult Day Care (SADC) transportation?**

**A.** For SADC programs that provide or subcontract transportation as part of their contract with MLTC plans to-and-from the program, the responsibility of transportation will remain with the plans. Further trip data submission by plans is needed to determine further decisions for this benefit.

**Q. When the member is dual eligible, will transportation requests be authorized by MAS?**

**A.** Yes, prior authorization from MAS is required. The only exception is for BLS (Basic Life Support) or ALS (Advanced Life Support) ambulance. Ambulance service does not require prior authorization from MAS.

**Q. When should members begin contacting MAS?**

**A.** Members should contact MAS beginning Friday, March 1, 2024\*.

\*For plans using ModivCare as their current MLTC/MAP broker, members may begin calling MAS starting February 15, 2024 for authorization on trips with dates of service on or after March 1, 2024.

**Q. How do members schedule transportation for trips prior to March 1, 2024?**

**A.** MLTC members should continue to follow their current procedures for booking NEMT all the way through 11:59 PM on 2/29/24.

**Q. How does a member contact MAS, beginning March 1, 2024?**

**A.** Members can call MAS.

- Members residing in New York City, Nassau, Suffolk, Putnam, and Westchester counties should dial 1-844-666-6270.
- Members in all other counties should dial 1-866-932-7740.

**Q. Will MLTC members be able to book their own trips online?**

**A.** Yes. Your members will have access to the MAS online portal to book their own trips. Some exceptions apply. Go to [medanswering.com](https://medanswering.com) to create an account.

**Q. Can members book their own standing orders through MAS?**

**A.** It is NYS Medicaid NEMT Policy that standing orders are requested by medical facility staff using the MAS System online.

**Q. How much notice does MAS require to schedule a trip?**

**A.** For non-emergent routine appointments, MAS requires 72 hours advanced notice. For trips more urgent in nature (e.g. sick visits, urgent care, hospital discharge, dialysis, etc.), same day requests can be accommodated. Medical facility staff are able to request same day transports on behalf of the enrollee.

**Q. How are members being informed of this transition?**

**A.** The template letter created and approved by DOH, including your plan's specific information, has been completed. Each plan is responsible to ensure this communication has been shared with its membership.

**Q. Can we set up our IVR system to transfer members to MAS when calling to request/change transportation?**

**A.** No. This benefit is no longer included in the MLTC service catalog. As such, it is important that your members are educated to understand what is included in each plan. Providing the MAS contact information or offering a warm handoff helps provide this education.

**Q. How and when do we share our trip data?**

**A.** Trip data should be submitted once a week on Mondays (Tuesday on the week of President's Day) all the way through 2/23/24. Starting on 2/26/24, trip data will be sent daily through 3/1/24. All data should be a cumulative total starting 1/1/24 going forward. All data will be submitted through the Health Commerce System (HCS) and sent to the attention of Richard Brandt: [Richard.brandt@health.ny.gov](mailto:Richard.brandt@health.ny.gov)

**Q. How are transportation providers being informed of this transition?**

**A.** The MAS Provider Relations team is communicating the details of this information to its vast provider network.

**Q. What if some transportation providers in our network are not in the MAS network?**

**A.** MAS is requesting a list of all contracted NEMT providers in your plan's network. The MAS Provider Relations team will be reaching out to all non-contracted providers to discuss participation.

**Q. What if we have specialized rates with some of our providers to handle more complex cases?**

**A.** It is imperative that MAS is informed about any of these situations immediately. To ensure continuity of care, MAS needs to have this conversation with those providers in advance of any trip requests.

**Q. How do members or member representatives file complaints about their transportation services?**

Complaints can be entered securely here: <https://www.medanswering.com/comments-or-concerns/> or members and/or member representatives can call the MAS Contact Center at the number below for their region:

- Upstate: 866-932-7740
- Downstate: 844-666-6270

**Q. Where do I find more information about MAS?**

**A.** A one pager was provided with links to several resources related to NEMT on the MAS website.

**Q. Who should Plans reach out to with questions?**

**A.** NYSDOH at [medtrans@health.ny.gov](mailto:medtrans@health.ny.gov) or Dave Spagnolo, MAS Director MLTC Relations, [dspagnolo@medanswering.com](mailto:dspagnolo@medanswering.com), 716-946-3427.