



### **Subject: Important Attestation / Claims Processing Information.**

New York State Department of Health policy requires Transportation Providers completing Medicaid trips to do so exactly as indicated on the MAS Invoice. This includes modality, day, pick up time, pick up address, and arrival at the indicated destination address prior to the enrollee's appointment time.

Additionally, the transportation provider must ensure their GPS system is correctly capturing the required data points including:

1. Dispatch to pick up location.
2. Approaching pick up location.
3. Arrival at pick up location.
4. Either of the following
  - a. Leaving pick up location with enrollee in vehicle, or
  - b. Enrollee no show (documenting with GPS the date, location, and time stamp).
5. Arrival at destination (unless of an enrollee no show, documented as indicated above)

As always, transportation providers are authorized to transport an enrollee only on the approved date of service, at the approved modality, and to and from the addresses as prior approved on the MAS invoice. Providers also are required to ensure any requested changes to these items must also be prior authorized by MAS. Any requested changes by an enrollee or a medical provider must be communicated to MAS prior to the transport, by the enrollee or medical provider.

In the past, enrollees and medical providers were able to adjust the pick-up and appointment times directly with transportation providers. However, with new on time performance and timely discharge requirements, changes to pick-up and appointment times must also now be prior approved by MAS. In the coming months each Transportation Provider will be contracted and informed of the date by which only Trip Invoices with GPS data will be processed. By mid-August all Transportation Providers in the MAS New York State Medicaid Transportation Network will only be authorized to transport an enrollee at the times listed on the MAS invoice. Providers must deliver the enrollee to the drop off address approved on the trip invoice before the appointment time; and, not more than 90 minutes before the appointment time.

If an enrollee or medical provider reaches out directly to the transportation provider to request a change, the transportation provider should redirect the caller to contact MAS to adjust the times on the invoice, either online or through the contact center, just as we would for any other change such as date, locations, and/or modality. Transportation providers should not honor any changes requested verbally, unless and until such changes are reflected and approved on an updated MAS trip invoice.