




# MAS Transportation Provider Scorecard – FAQs

- 1. Who created the new MAS Transportation Provider (“TP”) Scorecard?**
  - a. *The MAS TP Scorecard was made in conjunction with the New York State Department of Health (NYSDOH) Bureau of Health Access, Policy, and Innovation.*
- 2. What is the purpose of the TP Scorecard?**
  - a. *The purpose of the TP Scorecard is to measure transportation provider performance in a consistent and uniform way and to ensure Medicaid enrollees receive quality transportation services.*
- 3. How is my performance measured?**
  - a. *Performance is measured by a transportation provider’s trip concern score, reassignment rate, and overdue attestation rate.*
- 4. How do I view my TP Scorecard?**
  - a. *Log into TP 2.0 from the main dashboard and click on “Scorecard” under Reports & Reference. Only transportation providers using TP 2.0 can view the newly designed TP Scorecard.*
- 5. Can other transportation providers or enrollees see my TP Scorecard?**
  - a. *No, not currently. The TP Scorecard is not publicly accessible. This is subject to change. Should this change, transportation providers will be notified by the NYSDOH and MAS. Note: Only users at the “Trans Provider” and “Trans Provider Super” security levels can view their company’s TP Scorecard.*
- 6. I looked at my TP Scorecard two weeks ago. When I looked at the same period today, the numbers were different. Why do the numbers in my TP Scorecard keep changing?**
  - a. *The data or numbers in the TP Scorecard are updated on a weekly basis. Therefore, rates and scores reflected in the scorecard may change from one period to the next if there were changes in a transportation provider’s trip concerns, reassignments and/or attestations.*
- 7. How often are the numbers in the TP Scorecard updated?**
  - a. *The data or numbers in the TP Scorecard are updated on a weekly basis.*
- 8. If the TP Scorecard is a snapshot in time, what period is used to determine if my score or rates meet or do not standards (i.e., week, month, quarter)?**
  - a. *While the TP Scorecard is snapshot in time, transportation providers can select the period they would like to view (i.e., the last month, the last three months, or any date range by entering the dates manually). The scales are based on the average score or rate for Medicaid transportation providers in New York State (not including Long Island) from 10/1/2020 to 9/30/21. Scales will be updated on at least an annual basis.*
- 9. I have a score or rate that’s orange and labeled as a “significant concern.” Will my company be penalized? Will the TP Scorecard impact trip volume if I do not meet standards? Will there be administrative actions if I do not maintain a positive rating?**
  - a. *No, not this time. The TP Scorecard is solely informative and will not be used punitively. This is subject to change. Should this change, transportation providers will be notified by the NYSDOH and MAS. Note: While scorecard scores or rates will not automatically trigger a corrective action plan at this time, administrative action is still possible if a transportation provider demonstrates egregious behavior or engages in fraudulent or illegal activity, or etc.*
- 10. Does the scorecard affect my ability to apply for open PPOs?**
  - a. *No, not this time. The TP Scorecard is solely informative and will not affect a transportation provider’s ability to apply for open PPOs. This is subject to change. Should this change, transportation providers will be notified by the NYSDOH and MAS.*
- 11. I do not agree with the numbers on my TP Scorecard. Who can I speak to?**
  - a. *If you have concerns about your TP Scorecard, please contact your MAS Field Liaison.*
- 12. I have some ideas on how to improve the TP Scorecard. Who can I speak to?**
  - a. *If you have ideas on how to improve the TP Scorecard, please contact your MAS Field Liaison.*

For more information on the MAS TP Scorecard, click on  in the top right corner of your Scorecard or visit the “Education Center” on your Transportation Provider Dashboard.