

To: MAS NYS Medicaid Transportation Network Providers

FROM: MAS, NYSDOH Medicaid NEMT Broker/Manager

DATE: 7/24/24

RE: **GPS requirements for NEMT Claims Processing**

In the recent MAS letter regarding API v5.6 and/or the use of the “MAS Trips” app, guidance has been provided on how to achieve GPS compliance. Failure to adhere to this guidance could result in the inability of a Transportation Provider (TP) to attest to a trip in the MAS System, resulting in the TP’s inability to make a claim for payment.

With the guidance of the NYSDOH, MAS has worked with TPs to achieve 100% of trips invoices with complete GPS data attached. As of August 1st, trip legs missing complete GPS information may be marked as **“Incomplete GPS”** and may not be attestable.

While MAS will continue to assist TPs in reaching the goal of GPS on all trips, this remains the TP’s responsibility; and, if a TP has contracted with a Third-Party Intermediary (TPI) in this matter, they need to work closely with their TPI to meet this requirement immediately.

GPS is a powerful and valuable tool for TPs to confirm their compliance with Federal and NYS Medicaid Transportation Policy. GPS must be engaged from the time assignment of a trip invoice is made to a driver/vehicle all the way until the moment the enrollee exits the vehicle. It is the responsibility of all NYS Medicaid TPs to be familiar with all policies relating to Medicaid Transportation. These policies can be found in the **“New York State Medicaid Transportation Provider Policy Manual”**, as well as the **“New York State Billing Guidelines”**, both which can be found at [eMedNY.org](https://www.emedny.org) and [Medanswering.com](https://www.medanswering.com). Familiarity with the **“MAS New York State Medicaid Transportation Provider Network Handbook”**, found within the “Education Center” of the MAS TP Portal, is also required.

As a reminder, TPs must perform their transportation as presented on the MAS trip invoice, which includes: the approved date, modality, time, and exact location of pick-ups and destination drop-offs; and, changes to invoices can only be authorized within the MAS System. If an enrollee or medical provider contacts the TP concerning a change on the trip invoice, the TP must redirect the caller to MAS. Furthermore, TPs are only approved to pick up enrollees at the indicated address at the indicated time, as well as to only the drop-off locations indicated, and prior to the indicated appointment time.

GPS data is required on all trip invoices and serves as an information source that protects Medicaid enrollees, medical facilities, and TPs.

A reminder of this policy was again published in the May 2024 [Medicaid Update](#).

Please reach out to your [Regional Transportation Provider Relations](#) contact with questions. Thank you.