



Hospital Discharge Release FAQ

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- **What are the benefits of scheduling a hospital discharge online through the MAS online system?**

Scheduling a hospital discharge through the MAS online system facilitates more efficient coordination, enhances real-time visibility, and enables timely trip updates to support on-time performance by transportation providers.

- **How do I set up an account in the MAS online system to schedule a hospital discharge?**

To create an account, visit the “[Create an Account](#)” section of the MAS website and follow the registration steps, or contact your medical provider relations liaison for assistance. If your facility already has access, please reach out to your MAS System Administrator for help with obtaining access.

- **Is a NYS Form-2015 form required for hospital discharges?**

No, a NYS Form-2015 form is not required for hospital discharges. However, it is essential to select the most cost effective, medically-appropriate mode of transportation based on the enrollee’s medical needs. Choosing a higher level of service does not guarantee faster pickup and, when not medically justified, is not in accordance with New York State Department of Health (NYSDOH) policy.

- **How do I update trip contact information or modify the discharge time on an invoice?**

Enter accurate contact details in the “Contact Information” section during trip entry and update as needed. If the discharge time changes or the provider reports a delay, use the Invoice search in the MAS system to find the trip and update the pickup time. Keeping this information current ensures accurate records and supports provider performance.

- **Am I notified when the pickup time or transportation provider is changed on a prior authorized trip?**

When the pickup time or transportation provider is changed, the medical provider who created the invoice using the MAS online system will receive an email notification alerting them to the update. This is another benefit of using the MAS online system to schedule hospital discharges in that you will be notified via email of any changes made to the invoice after authorization.

- **Will Preferred Provider Opportunities still apply?**

A Preferred Provider Opportunity (PPO) is an agreement between MAS, a designated transportation provider, and a medical facility to manage all Non-Emergency Medical Transportation (NEMT) from a specific location. Providers commit to timely service, accepting all assigned trips, and maintaining clear communication with the facility. PPO arrangements are still in effect within the MAS system. To check if your facility is part of a PPO, contact your MAS liaison.

- **Do all ALS/BLS ambulance trips require prior authorization from MAS?**

Yes, prior authorization is still required for Advanced Life Support (ALS) or Basic Life Support (BLS) ambulance trips. However, not all ALS or BLS ambulance transports require prior authorization. Emergency ambulance transports are generally exempt from prior authorization. For complete details, refer to the New York State Medicaid Transportation Policy Manual, beginning on page 36.

- **Where can I learn more about each mode of transportation that MAS provides prior authorization for?**

A detailed description of the modes of service MAS provides prior authorization for can be found here: [Modes of Transit](#)

- **Where can I watch the video recording for the updates to trip entry for medical facility/hospital discharges?**

The recording can be found here: [MAS Training & Education Center](#)

If you have any questions about hospital discharges, coordinating transportation for eligible Medicaid recipients, or trip-related concerns, feel free to reach out to the Medical Provider Relations Team. You can find their contact information here: [Medical Provider Relations Team](#)