

MAS TP Contracting Frequently Asked Questions

IMPORTANT UPDATE:

MAS has received your feedback about insurance requirements and, after due consideration, has made modifications to insurance requirements outlined in the MAS Transportation Provider Contract. This update can be viewed by clicking on the sample document on the contracts tab of the MAS Transportation provider Portal. Changes are found under the insurance section of the document, beginning on page 3.

For those providers who have already received their document through DocuSign, and/or signed their contracts, MAS Transportation Provider Relations will be reaching out to provide the updated document to be signed.

Additionally, and as a result of this change, MAS is making the necessary system adjustments to accommodate the upload of proof of insurance.

1. Known Issues

- 1.1. **Users Tab Not Accepting Updates:** Resolved.
- 1.2. **MAS System Duplicating VINS:** Resolved.
- 1.3. **MAS System Duplicating Drivers:** Resolved.
- 1.4. **MAS Driver App Multiloading feature:** Fix for iOS users on 10/17 and Android users on 10/26.
- 1.5. **Updating Driver Birthdate Error.** Resolved.
- 1.6. **VIN Number Entered Incorrectly:** Resolved.
- 1.7. **Inability to upload Workers' Compensation or Disability Insurance forms:** Resolved.
- 1.8. **Ability to filter Inactive/Active Drivers:** Feature added to Driver tab in TP Portal
- 1.9. **MAS Mobile App intermittently freezing:** Fix released on 12/20
- 1.10. **MAS Mobile App intermittently stating a driver is not at the correct location:** Fix released on 12/20
- 1.11. **MAS Mobile App trip is finished but does not show as completed in the app:** Fix released on 12/20
- 1.12. **The same vehicle is appearing for all attestations:** Fix estimated on 1/02/24

2. Contract

- 2.1. **I don't have my contract yet, where is the contract found?** The MAS Transportation Provider Relations team is working their way across the state, connecting with each provider as MAS builds its Network. This will continue throughout the remainder of the year. Once we connect to schedule a meeting, MAS will release the contract for you to sign. Until then, a View Only sample of the document can be found on your TP Portal under the "Contract" tab.
- 2.2. **What is a contract "Effective Date" and how do I select one?** An effective date is the date you are active in the MAS Network. You will work with your Transportation Provider Relations staff, during the initial contracting meeting, to determine the date your company will be able to meet credentialing requirements and driver training.
- 2.3. **What is the difference between the date the contract is signed and the effective date?** Signing the contract indicates your desire to be part of the MAS Transportation Provider Network.

Once signed, the contract is sent to MAS for final signature. Once all signatures are collected, the contract is effective.

- 2.4. **What is the MLTC start date?** MAS has not yet been made aware of the official start date of MLTCs.
- 2.5. **What is MAS doing with rates?** MAS will be looking into every aspect of our new responsibilities to our network of providers. First, we need to build and organize the network, generate efficiencies with the assignment of trips, and in the coming weeks, we will be studying minimum wage increases and analyzing the details to identify any necessary rate adjustments. MAS is committed to building a strong network. We cannot do this without strong, financially stable, and ethically centered transportation providers.

3. Company Requirements

- 3.1. **What are the insurance requirements?** Refer to MAS TP Contract: See “Scope of Work” #13. MAS TP Network Manual (TPNM): Section 2.2: Insurance.
- 3.2. **Does the Provider ID need to be on the ACORD form?** Yes. The Provider ID is required on the ACORD form. Please reach out to your insurance carrier to have the Provider ID number added to the section titled “Description” and upload the form. Refer to MAS TP Contract: See “Scope of Work” #13 for more details.
- 3.3. **What MAS name & address do we put on the ACORD form under Additional Insured?** Medical Answering Services, LLC, P.O. Box 12000, Syracuse, NY 13218. Refer to MAS TP Contract: See “Scope of Work” #13 for more details.
- 3.4. **Alternate insurance form options.** These are two workers’ compensation forms and a disability form that may be uploaded to the MAS system. The forms are:
 - 3.4.1. **C-105.2 Certificate of NYS Workers’ Compensation Insurance Coverage**
 - 3.4.2. **U-26.3 Certificate of Workers’ Compensation Insurance**
 - 3.4.3. **DB-120.1 Certificate of Insurance Coverage Under the NYS Disability Benefits Law**
- 3.5. **How will I be able to upload the alternate insurance forms?** The programming resolution for this option is anticipated by Wednesday. The alternate forms listed under 3.4 (above) will be able to be uploaded to the MAS TP Portal.

4. Driver Requirements

- 4.1. **We have received questions from transportation providers regarding Contract Clause 28.1.** Drivers who work, in any capacity, for Medicaid enrolled transportation companies while employed by or providing services to Provider, and who may be involved in possible fraudulent activity, could be identified by MAS and such information would be shared with the Provider.
- 4.2. **We have received questions from transportation providers regarding Contract Clause 28.2.** A driver who becomes employed by a Transportation Provider, which is the third such provider in less than a 12-month period of time and who may be involved in possible fraudulent activity, could be identified by MAS and such information would be shared with the Provider.
- 4.3. **A driver for my company is on a work visa and has a taxpayer ID only. Are we able to enter their information?** A Social Security number is required for Exclusion Checks.
- 4.4. **When do my drivers need to have the CTAA training completed by?** During the initial contracting meeting with MAS, and in addition to any other questions you may have, the contract, effective date, and when provider credentialing requirements can be achieved, will be discussed. During this meeting, MAS will also look to discuss a date for drivers to meet this training requirement. A number of organizations have brought forth training materials and courses they have used effectively with their employees over a number of years, as stated, MAS is obligated to give programs their due consideration and review to determine if they meet or

surpass the CTAA training program standard. If so, we will give permission for the alternative programs to be used with results forwarded to MAS. Due to these requests, and to be comprehensive in their review, this process will be concluded by late January 2024 and MAS will then make determinations and will announce the allowable timeframe for providers to meet this requirement.

- 4.5. **My driver failed an exclusion check. What can we do?** First check, did you enter the information correctly in the MAS system? Review the information and make sure the data you entered is correct. If correct and the driver has failed the exclusion check, the driver may not be utilized for Medicaid transports.
- 4.6. **When entering the driver's social security number, it is not saving and disappears?** The driver's social security number must be typed in and not copied and pasted into the driver record.
- 4.7. **What database is used for Exclusion Checks?** Death Master File (DMF), Office of the Medicaid Inspector General (OMIG), System for Award Management (SAM), Office of Inspector General (OIG)

5. Vehicle Requirements

- 5.1. **Am I able to use a vehicle that is not registered in NYS?** Refer to MAS TPNM: Section 2.2: Vehicle Registration
- 5.2. **I have a valid NYS Registration for my vehicle. When I enter the vehicle VIN in the MAS System, I have received an error message "VIN is not currently registered with the NYS DMV". What do I do next?** MAS validates the NYS Vehicle Registration using the [database](#).
 - If the vehicle is not listed in the [database](#), connect with NYS DMV.
 - NYS updates this database once per month. If you have updated your vehicle registration, the database does not yet reflect, and the update vehicle needs to be used prior to the beginning of the upcoming month, connect with TP Relations and they will assist you with updating the record.
- 5.3. **I accidentally entered the incorrect VIN # for my vehicle record and now I can't change it. How do I fix it?** The VIN field is editable and if it was entered incorrectly, can be updated to the correct number. Once a Transportation Provider is under contract, validated VINs will not be editable.
- 5.4. **Daily Vehicle Inspection:** MAS will be releasing daily inspection forms, accessible through the MAS portal and the MAS Driver App. This is expected to be released mid-late November 2023.

6. MAS Driver App

- 6.1. **Does the MAS Driver App allow for a way to track multiload trips?** The MAS Driver App will be releasing an updated version that includes multiloading capabilities in mid-late October. The update for iOS users was released on October 17th. The update for Android users will be released on 10/26.
- 6.2. **What operating system is required for the MAS Driver App?** Android users will need to be on Android Version 9. iOS users will need to be on iOS 13.