



MAS Transportation Provider Network Manual

10/1/2023



MAS Transportation Provider
Network Manual

Introduction

The New York State Department of Health (NYSDOH) has contracted with Medical Answering Services, LLC to ensure that Medicaid eligible individuals receive reliable, high quality Non-Emergency Medicaid Transportation (NEMT) services using the mode that is appropriate for everyone.

Effective August 1, 2023, based on competitive procurement, non-emergency medical transportation was transitioned by the State from the former Medicaid Transportation managers to one Medicaid Transportation Broker, MAS. MAS assumed Medicaid Transportation Broker responsibilities in all counties except Nassau and Suffolk which will be transitioned to the Broker model on December 1, 2023.

MAS will begin the contracting process directly with the Transportation Providers (TP) in the beginning of October 2023 and will conclude the process with all TPs Network members by December 31, 2023.

This manual, MAS Transportation Provider Network Manual (TPNM) is intended to supplement the New York State Medicaid Transportation Policy Manual (MTPM) and related policies and is to be used only in conjunction with the MTPM. The focus of this manual is Transportation Provider Network management, the role, responsibilities and tasks of TPs, and other operational information.



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Section 1. Definitions

The NYS MTPM provided an extensive list of definitions for many aspects of Medicaid Transportation. All TPs are expected to be familiar with these definitions as well as some additional definitions MAS has provided below.

Ambulette Service - an individual, partnership, association, corporation, or any other legal entity which transports the invalid, infirmed or disabled by ambulette to or from facilities which provide medical care.

Ambulatory Service – Individuals can walk but require personal assistance door through door and are not confined to a wheelchair. Ambulatory services must be performed in an ambulette vehicle.

Fee-for-Service - The payment of a fee by the Department of Health directly to a service provider for a specified direct service.

Modality (Mode) - The category of service provision as indicated in the NYS 2015 form.

Rotation – When an enrollee or medical provider does not express a choice of provider, a computerized, random selection of a transportation provider that services the area at the times indicated and that has capacity to accommodate the trip.

Section 2. What is Not Changing / What is Changing

2.1 What is Not Changing

Medicaid Population. Due to the end of the Covid-19 National Health Emergency and the return of annual enrollee eligibility requirements, some Medicaid enrollees may no longer be eligible when it's time for them to renew. Outside of the return to pre-pandemic policy, the populations that make of Medicaid enrollment are not changing.

Medicaid Transportation Services. All existing Medicaid services / modalities are continuing.

NYS 2015 & 2020 Forms. The purpose and use of these forms will continue.

Medicaid Trip Requests. MAS will continue to accept all trip requests for non-emergency Medicaid funded transportation from enrollees, their agents, or medical providers.

Medicaid Trip Assignments. MAS will continue to be the sole source of approvable trips based on appropriate mode of transportation, PPO coverage, enrollee's choice among participating transportation providers.



Medicaid Transportation Rates. Though the NYSDOH and MAS as the broker, can change rates, the MAS RFP response did not include mention any changes.

Following are additional processes and functions that will remain areas of MAS involvement and focus without TP process changes.

- **Generating Prior Approvals**
- **Resolving complaints**
- **Performing quality assurance surveys**
- **Developing PPOs**
- **Referring potential fraud to NYSDOH and the Office of the Inspector General (OMIG)**
- **Proposing cost savings initiatives to NYSDOH.**

2.2 What is Changing

Medicaid Exclusion Checks: All Owners, key managers and drivers will undergo Medicaid exclusion checks.

Change – MAS has added functionality in the MAS System to collect additional information to complete Medicaid Exclusion checks. It is required that the correct information is entered into these fields. Non-compliance or review failure could result in TP being suspended from the network.

Insurance: All TPs will be required to provide proof of General Liability, Worker's Compensation and NYS Disability Insurance coverage.

Change – New ACORD forms must be uploaded to the MAS System to provide proof of the appropriate insurance coverage .

Driver License Checks: TP drivers will have their information submitted to and then monitored by the NYS DMV LENS program.

Change – It is required that additional driver information be entered into the MAS System so that checks can be completed.

Driver Training : All drivers will be required to maintain up to date training.

Change – Drivers will be required to successfully complete the Community Transportation Association of America's Passenger Assistance, Safety and Sensitivity (PASS) Program within 3 months of the Transportation Provider's MAS Network Implementation date. Providers may offer an alternative safety education program, the content of which must be equal to, or more extensive than, the CTAA PASS program. MAS will make this



determination prior to Provider's implementation or use of this alternate program. Drivers who do not successfully complete the CTAA PASS BASIC program within the time allowed will not be eligible to work as a driver within the MAS Network.

Vehicle Registration: TP Vehicles will have their registration, VIN # and Insurance coverage verified.

Change – Additional vehicle information data fields and functionality will be required to be completed in the MAS System.

GPS: GPS Geo-Codes must be correctly recorded, documented and provided to MAS as it is a NYS Policy Requirement. Compliance with this NYS Policy will be crucial for admittance and continued participation in the MAS TP Network.

Change – GPS information as outlined in the MAS API Manual must be present on every trip Invoice for attestation.

2.3 Transportation Provider Requirements and Reporting

The NYS Medicaid Transportation Policy Manual and related policies provide comprehensive guidance as to the requirements facing Medicaid TPs. MAS is responsible for monitoring these requirements. If any of these requirements are not adhered to, it will result in administrative action starting with the implementation of Corrective Action Plans (CAPs) up to and including suspension from the Network.

The MAS Transportation Provider Network has additional requirements which MAS will monitor and determine compliance which and include the following below:

1. The Transportation Provider (TPP) must always correctly reflect the actual intention of the TP as to the availability to perform Medicaid Transportation. If the TPP does not correctly represent the TP's availability, the likelihood that a trip Invoice may be refused by a TP goes up dramatically. Trip refusals within 48 hours of the trip invoice pick up time are ten times more likely to have a complaint reported by a stakeholder. If the actual conduct of the TP is not reflected correctly by the TPP, MAS will update the TPP to insure its conformity with actual TP practice.
2. TP drivers may only be employed by one (1) TP during any period of time. When a TP contracts with MAS they will be informed of which of their drivers are already logged in the MAS System as an active driver for another TP and therefore the driver will not be able to be added. If the driver should leave the other TP, there would be no barrier to the driver being added.



3. Drivers and the TP for which they work can be reported for possible Fraud by MAS to the NYSDOH and OMIG. MAS may determine that the volume of possible fraud by a driver or a TP has reached a material percentage of their work for Medicaid. MAS may take administrative steps such as the requirement of a Corrective Action Plan, changing the status of a driver, limiting TP trip assignments or other administrative action.
4. TPs sometimes experience unexpected worker absences as well as unforeseen vehicle issues. MAS expects such events could lead to a TP refusing a trip invoice. A correct, up to date TPP should substantially mitigate such refusals. MAS may contact the TP and unilaterally adjust a TP's TPP to eliminate patterned Trip Refusal behavior.
5. MAS monitoring of TP Insurance Coverage, Medicare / Medicaid Exclusion List, Driver NYS license status, Vehicle owner & Registration status will be ongoing. MAS's monitoring may lead to identification of non-compliance and eventual administrative actions if credential non-compliance is not remedied.
6. As described in the NYS Medicaid Transportation Policy Manual, (MTPM) TPs must adhere to all local requirements within their modality of service. This is and will remain the TP's responsibility. TPs will continue to be responsible for understanding local requirements for their modality of service and be fully compliant with such requirements in any zip code for which they request Medicaid Transportation to be assigned to them. Should a TP be found to be out of compliance for any reason, MAS may take administrative steps such as the requirement of a Corrective Action Plan, changing the status of a driver, limiting TP trip assignments or other administrative action.
7. Daily vehicle inspection documentation may be spot checked or audited by MAS at any time. TPs are required to document an inspection of each vehicle by the driver before every shift.
8. MAS has performance standards that TPs must meet. TPs are expected to provide timely services, with rides that are in duration of less than (1) hour (barring certain exceptions), with adequate staffing that includes a courteous driver who has sensitivity to the population, in a clean, adequately heated/cooled, and non-smoking vehicle.
9. On-time arrival for scheduled pick-up shall be standard practice. On time means at the scheduled pick-up time or up to fifteen minutes before or after that time. Arrival before the scheduled pick-up is permitted; however, an enrollee shall not be required to board the vehicle before the scheduled pick-up time unless the enrollee and driver both agree. Arrival more than fifteen minutes after the scheduled pick-up time is considered a late pick-up.
10. To maintain quality and overall program performance, a TP is required to dispatch a vehicle regardless of communication with enrollee. To minimize enrollee no-show



occurrences, TPs are encouraged to contact enrollees on their schedule in advance of the appointment to coordinate pick-up details.

11. A TP's performance and/or record of customer service for pick-ups will be evaluated on an ongoing basis and must always meet enrollee expectations. If a TP is found to be waiting less than 15 minutes for enrollee pick-ups, resulting in a negative impact on enrollee satisfaction, TP may be subject to suspension from the MAS Network.
12. Ensure that enrollees are transported to and from appointments on time. Any deviation from the scheduled time of more than fifteen (15) minutes is not acceptable as timely service. For trips with no scheduled return time, the vehicle shall arrive within one (1) hour from the time Provider is notified of the ready status of the return trip.
13. TPs will adhere to all times and addresses on all invoices. Changes must be requested through MAS in advance by the enrollee or medical provider. TPs should direct these changes to MAS as changes requested after services are provided may not be approved.
14. In the event of TP's inability to make or complete transportation due to weather, accident or other extenuating circumstance, the TP will notify MAS as soon as TP is aware. Other changes affecting availability such as holidays, closures, etc., will be reflected in the Transportation Provider Profile ("TPP"), which TPs are obligated to keep up to date.
15. For same-day hospital discharge reservations, TP shall pick-up enrollees within three hours of receiving the trip reservation from MAS.
16. A transportation attendant or personal assistant that is not employed by the TP may ride with an enrollee at no additional charge, as necessary to assist the enrollee. The attendant or assistant shall assist the enrollee as requested.
17. The TP will monitor trips to ensure enrollee(s) are delivered home in a timely manner from appointments.
18. The TP shall notify MAS of any impending delays in pick-up or drop-off of any enrollee so that all appropriate persons may be notified in advance of the delay.
19. The enrollee will not be dropped off for a medical appointment before the opening time of a medical office or facility for ambulette level or higher. When the TP is responsible for door through door service, at no time shall an enrollee be left at a closed/inaccessible facility or location. If an enrollee cannot safely gain access to the facility, they should be returned to their pickup location.
20. All enrollees under the age of 18 years must be transported with a responsible parent or guardian to and from all medical appointments. TPs should not accept responsibility on behalf of the parent, guardian, or Medicaid program to sign children in and out of school or medical appointments or medical programs. Further, ambulette transportation does



not substitute for a responsible parent or guardian accompanying a child to and from a medical appointment or program.

21. Passenger safety must be at the center of every aspect of TP's operations. Any substantiated reports of NYS or Local Vehicle and Traffic law will be reported to the NYSDOH and other appropriate government agencies. A violation of Vehicle and Traffic Law during a Medicaid trip could make filing a reimbursement claim a false claim.
22. TP shall meet all cleaning and disinfection requirements and reporting as outlined in the link provided below. The provider will comply with additions/amendments and/or changes to the document as updates are instituted.
https://coronavirus.health.ny.gov/system/files/documents/2020/03/cleaning_guidance_public_transportation.pdf
23. Tobacco and smoke free environment – TPs will have policies and procedures in place to ensure all vehicles meet this requirement.

2.4 Complaints and Complaint Reporting

MAS maintains numerous means with which a Medicaid enrollee, their agent, a Medical Provider, or another stakeholder may file a complaint against a TP when it is believed that quality transportation services were not provided.

Transportation providers are expected to ensure that they provide a quality service. MAS defines “complaints” as an oral or written expression of displeasure or dissatisfaction with services received. MAS has implemented several ways in which a stakeholder can submit a complaint or feedback.

Complaint and Feedback collection mechanisms include:

- **Online - website:** Stakeholders can submit complaints online using the MAS Feedback Function.
- **Communication through the MAS Call Center and with key staff:** Complaints can be submitted through direct interaction with an MAS MTA in our call center. It is important to note that while some stakeholders openly submit complaints, others express their concerns in subtle ways. MTAs are trained to recognize the verbal cues and situations that warrant closer attention or raise a flag for further investigation.
- **Written communication via email or U.S. Postal Service:** Stakeholders can submit complaints in writing via email or the U.S. Postal Service.
- **Proactive surveys and outreach:** On occasion, a complaint is submitted through MAS's survey mechanisms.

On a regular basis, no more than every 24 hours with the exclusion of weekends and holidays, MAS reviews all complaints for specific issues that may require immediate escalation.



TPs are required to respond to all complaints in a timely manner and are required to follow all requirements as described in the New York State Accident and Incident Reporting Policy when a complaint or concern meets the criteria outlined therein.

2.5 Claims and Reimbursement

Reimbursement Fees

Updates to the Medicaid Transportation Fee Schedule will continue to be reflected on the Medicaid Transportation fee schedule which can be viewed on the eMedNY and MAS websites.

Any exchange, gift or favor between a Medicaid enrollee and a TP, a TP's driver or any employee of a TP is possible fraud and will be reported to the NYSDOH and OMIG.

Vehicle and Driver Information

MAS has updated the required information concerning TP Drivers and Vehicles. Information fields left blank or filled incorrectly will prevent the driver or vehicle from achieving active status.

TP Contracted Billing and Routing Service Providers

Companies that provide Billing and Routing Services to TPs for Medicaid trip processing will be identified by their TP clients to begin the process of obtaining the data "key" issued by MAS that they will use with each TP.

1. Billing companies are required to be enrolled in the NYS Medicaid Program as a Service Bureau.
2. Medicaid Transportation Companies are always responsible for the timeliness and accuracy of the information they or their Billing and Routing services provide to MAS and the NYSDOH.
3. Inconsistency between the GPS data and the trip information provided on the MAS trip invoice may prevent the TP from attesting to the trip invoice.
4. Routing service provision that does not reflect the actual location and time of the TP driver/vehicle will be considered possible fraud and be reported by MAS to the NYSDOH and OMIG.

All billing and routing companies providing services to Transportation Providers for Medicaid Transportation must register with MAS, understand their responsibilities, and act according to Federal and New York State Medicaid Policy as well as carefully following MAS System



protocols and adhering to their obligations within the BAA contract between themselves and MAS.

Multiple Medicaid enrollees be transported in the same vehicle (Multi-Loading)

MAS supports TPs who endeavor to multi-load enrollees in their vehicles while transporting them to the same or nearby locations. Such multi-loading must follow NYS and CDC guidelines. Multiloading, especially within a PPO provides opportunities for TPs to increase their capacity, lower their operating costs per passenger and increase their company's financial stability, investment in their business and pay wages that attract and retain better drivers. NYSDOH policy directs TPs to only charge one mileage charger during any time there is more than one Medicaid enrollee in the vehicle.

TP adherence to both the NYSDOH and the US CDC guidance is mandatory without exception and deviation could delay or prevent attestation to the appropriate trip invoice.