

Medicaid Funded Transportation | Medical Answering Services (MAS)


How can Medicaid help us get to my child’s medical appointments?




First, it’s important to know that MAS (on behalf of New York State Department of Health) must approve – ahead of time - any non-emergency transportation. MAS tries to be sure that enrollees (patients who have Medicaid) arrive at medical services safely and on time. Here is more information about this program.

What is the Program?

MAS provides enrollees with free transportation to medically approved appointments. Medicaid will pay for the most “medically appropriate” and least expensive transportation to and from appointments covered by Medicaid. Examples of the types of the transportation are: private vehicle, public bus, taxi service, and ambulance.

All non-emergency Medicaid transportation handled by MAS must be approved first.

How am I getting there?	What’s allowed?	How do I do this?
<p>Private Vehicle (my own car)</p> 	<p>The program could repay you for your mileage (the number of miles you drove) to and from your child’s medical appointments.</p>	<p>Please note: You’ll need to “Create a New Account” and “Log in” to use MAS online.</p> <ol style="list-style-type: none"> 1. You must get approval ahead of time from NYS Department of Health’s Medical Answering Services. Call (1-866-932-7740) or go online: www.medanswering.com/locations/nys/flnny/monroe at least 3 business days before your child’s appointment. (A “business day” is a day between and including Monday through Friday. It does not include weekends and public holidays.) 2. After your appointment, complete the mileage/travel reimbursement form: www.medanswering.com/documents/Doc-MAS_Public_Site--2015-11-11-15-48-44.pdf

		3. Mail your completed form with any original receipts within 90 days of the completed trip(s).
<p>Bus</p> 	The program could repay you for bus passes you already bought.	<ol style="list-style-type: none"> 1. You must submit a "Bus Pass Reimbursement" form. Find the form here, on the MAS website: www.medanswering.com/documents/Doc_MAS_Public_Site--2015-11-23-09-42-58.pdf 2. Mail your completed form within 90 days of the appointment.
	The program could send you bus passes ahead of time.	<ol style="list-style-type: none"> 1. Call Medical Answering Services (1-866-932-7740) to request passes. You must request passes at least 5 business days before the appointment. 2. They'll mail the passes to the home address where you usually live.
<p>Taxi</p> 	If your child can't take the bus, the MAS program could assist with a taxi.	<p>For taxi transportation, your child must be able to get to the curb. Your child must be able to get in and out of the taxi without the driver's help.</p> <ol style="list-style-type: none"> 1. The doctor, physician assistant, or nurse practitioner must fill out the Verification of Medicaid Transportation Abilities Form (DOH 2015): www.medanswering.com/wp-content/uploads/2018/04/DOH-2015-Form-2018.pdf 2. After the form has been approved, call Medical Answering Services (1-866-932-7740) to make arrangements. Do this at least 3 business days before the appointment.
<p>Ambulance</p> 	The doctor, physician assistant, or nurse practitioner must order non-emergency ambulance services for you.	

If you have a medical emergency, call

911