



Department of Health

ANDREW M. CUOMO
Governor

HOWARD A. ZUCKER, M.D., J.D.
Commissioner

SALLY DRESLIN, M.S., R.N.
Executive Deputy Commissioner

December 12, 2016

Dear Medical Provider:

The New York State Department of Health is pleased to announce that effective April 23rd, 2017, (pending the Office of the State Comptroller's approval), **Medical Answering Services LLC (MAS)** will be the new transportation manager for the New York City Region which includes: New York County (Manhattan), Kings County (Brooklyn), Bronx County (Bronx), Richmond County (Staten Island), and Queens County (Queens).

MAS is currently the Department of Health's Medicaid Transportation Manager (TM) for the Hudson Valley, Finger Lakes, Northern New York and Western New York regions and has been providing services to over 2,000,000 NYS Medicaid enrollees in 55 counties. As the TM, MAS has been able to maintain working relationships with thousands of medical providers and hundreds of transportation vendors.

In New York City, MAS will be responsible for administering, providing, and coordinating non-emergency medical transportation for Medicaid fee-for-service and mainstream managed care enrollees.

To ensure a smooth transition, MAS will be contacting each Medical Provider in order to gather pertinent information, provide key contacts, and answer all questions.

As part of MAS' outreach efforts and to promote an open dialogue, MAS intends to come directly to each Medical Provider's location to share information regarding the transition. These onsite visits will allow MAS to provide hands on training to your staff regarding the use of the MAS system, explain the trip taking process in order to arrange for Medicaid Transportation for your patients, including, but not be limited to: ordering trips by phone, fax or via the MAS web site; confirming trips on the MAS system, and all other steps involved with a smooth and easy to use trip ordering process.

In the meantime, if you require immediate attention or would like to schedule an on-site MAS training session, please contact a member of the Field Liaison staff found on the attached key contact sheet.

Thank you,

Mark Bertozzi, Ph.D.
Office of Health Insurance Programs
Division of Program Development and Management
Director, Medicaid Transportation Unit

Attachment