



## Department of Health

ANDREW M. CUOMO  
Governor

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

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

May 20, 2015

Dear Medicaid Transportation Vendor:

Effective July 1, 2015, a change will take place to the non-emergency transportation program in Nassau and Suffolk Counties. Please read this letter in its entirety for clarification and to help determine the impact this change may have on your company.

The Department of Health (DOH) has selected LogistiCare Solutions (LGTC) to begin Medicaid transportation management operations under the guidance of DOH transportation staff on July 1, 2015 in Nassau and Suffolk counties. Currently, LGTC manages transportation under a State contract in New York City and a county contract in Nassau County.

Some transportation vendors have asked DOH whether LGTC will establish new fees for services rendered. Under this initiative, LGTC does not establish fees. If and when a vendor believes that a fee change is necessary, the vendor should appeal to DOH via email to [MedTrans@health.ny.gov](mailto:MedTrans@health.ny.gov).

### **Trip Assignment Process**

Some transportation vendors have asked how trips will be assigned. Once LGTC determines the medically appropriate mode of transportation necessary for the Medicaid enrollee, LGTC will assign trips based on the enrollee's expressed choice of a vendor participating at the medically necessary modality. When no choice is expressed by the enrollee, LGTC will assign trips based on the medical provider's expressed choice. When no choice is expressed by either the enrollee or medical provider, the trip will be assigned via rotation among all transportation vendors at the medically necessary modality.

### **Trip Attestation Requirement**

For this initiative, DOH has established a trip attestation process that requires all non-emergency transportation vendors to identify both the vehicle license plate number and driver's license number. These data will be used to enhance quality controls as established by DOH. LGTC staff will guide you through the attestation process as necessary.

### **Trips Authorized by LGTC (Under Contract with Nassau County)**

Under the provisions of its current contract with Nassau County, LGTC will schedule and process enrollee trip requests through June 30, 2015.

### **Trips Authorized by Servisair (Under Contract with Suffolk County)**

Servisair will schedule and process enrollee trips for dates of service through June 30, 2015, pursuant to their current contractual responsibilities with Suffolk County. Servisair will refer to LGTC those individuals requesting to schedule trips beyond June 30, 2015.

Standing order prior authorizations generated by Servisair with service dates beyond June 30, 2015 will be end-dated effective June 30, 2015. Affected standing orders that will extend beyond June 30, 2015 must be communicated to LGTC, who will process the standing order according to the parameters established under their contract with DOH. ***If you have a standing order issued to you by Servisair, and the standing order extends beyond June 30, 2015, please contact LGTC at (844) 678-1101 and provide trip information so that LGTC staff can process the trip requests to ensure there is no service disruption.***

There may be some trips approved by Servisair through June 30 for which no billable prior authorization will be generated by August 1. For such trips, please submit to Heidi Seney of DOH, in Microsoft Excel format, the trip information you received from Servisair, via email to [MedTrans@health.ny.gov](mailto:MedTrans@health.ny.gov), thereby confirming trip assignment. DOH will add the received trip information, as appropriate, into the eMedNY system.

The DOH requires, at a minimum:

- Enrollee's name, Medicaid identification number (CIN), and pickup address;
- Destination address and name of medical facility (where applicable);
- Ordering medical provider's name and Medicaid identification number;
- Date/s of service;
- Procedure code/s, applicable modifier/s, and units; and
- If the service date exceeds ninety days from the request date, the reason for the delay.

**This trip information must be submitted, according to the parameters above, by August 15, 2015. Failure to submit the proper trip information by August 15, 2015 will result in non-payment.**

### **Follow-up Questions**

If you have any questions about this transition, please call Heidi Seney, of my staff, at (518) 473-2160. Thank you for your cooperation.

Sincerely,



Mark Bertozzi, Director  
Bureau of Administration & Transportation  
Division of Program Development & Management  
Office of Health Insurance Programs