



Designated Regular Business Hours for Transportation Services

Effective July 1, 2015, the Department of Health (DOH) has established 0700 (7:00 a.m.) to 1800 (6:00 p.m.), Monday through Friday, as regular business hours.

Trips to medical appointments that fall within these hours are considered to be within regular business hours.

In counties where an after-hours fee has been established by DOH for trips to medical appointments that occur outside this timeframe, ModivCare, the DOH-contracted transportation manager, will authorize the applicable after-hours procedure code/modifier combination. Transportation to dialysis and adult day health care are not eligible for the after-hours procedure code/modifier combination.

Please note that two factors are taken into consideration together to determine if the after-hours policy should be applied:

- 1) The scheduled appointment time as related to ModivCare; and
- 2) The Medicaid enrollee is picked up for/at his or her medical appointment within a reasonable timeframe to get to/from the appointment

When a vendor requests the after-hours fee because the enrollee was picked up outside the regular business hours designated by DOH, and the circumstances do not fit the identified criteria above, the vendor must provide to ModivCare detailed information about why the pickuptime occurred outside regular business hours. When the explanation is deemed acceptable, ModivCare will be authorized by DOH to approve the applicable after-hours procedure code/modifier combination.

Further, the DOH is aware that many clinics and medical providers are offering earlier and later appointments for the general public. ModivCare and DOH will continue to monitor this availability and DOH will make necessary adjustments to this policy when needed.

Comments regarding this change should be directed to the Medicaid Transportation Unit at 518-473-2160 or via email to MedTrans@health.ny.gov.