

Dear Transportation Provider:

In recent months, ModivCare has sent many transportation providers requests for information regarding Medicaid enrollee complaints. On many occasions, transportation providers have never responded to these requests. This has resulted in enrollees' complaints not being resolved due to transportation providers not responding with the requested information. The New York State Department of Health takes these complaints very seriously.

I am writing to remind you that it is the responsibility of every New York State Medicaid transportation provider to address complaint requests within 24 hours of receiving the request. This requirement is to ensure that the enrollee's concerns are addressed in an expeditious manner.

Your failure to respond to these complaints with 24 hours will be deemed unacceptable; as well as in violation of Medicaid Transportation policy. Providers who do not respond will be referred to the New York State Department of Health for possible corrective action.