

Medicaid Transportation Policy

New York State Department of Health

Quality Provision of Transportation Services Requirements for Participation as a Medicaid Transportation Provider

To participate in the New York State Medicaid Program, a provider must meet all applicable State, County and Municipal requirements for legal operation.

Generally, the Medicaid Program expects of its providers:

- Timely service;
- Rides in duration of less than one hour;
- Provider employee sensitivity to the population;
- Courteous provider employees;
- Adequate vehicle staffing;
- Clean, non-smoking vehicles;
- Diligent care provided to all passengers (e.g., passenger delivered to a responsible caretaker, not dropped off alone at the curb); and
- Appropriately, adequately heated and air-conditioned vehicles (i.e., heat in winter, air-conditioning in summer).

Although it is often difficult to accommodate the needs of a medically-fragile population, we expect appropriate transportation for all Medicaid beneficiaries, and that every effort will be made to meet the needs of those beneficiaries utilizing Medicaid-funded transportation services.

Complaints or concerns with service issues?

Call ModivCare: **“Where’s My Ride”** at **844-678-1104**.