

## Transportation Provider FAQ's

**Q: Must a non-emergency transportation provider be enrolled with New York State Medicaid in order to perform trips for ModivCare for Nassau and Suffolk County Fee-for-Service enrollees?**

Yes.

**Q: What is the roll-out schedule for ModivCare taking over management of non-emergency transportation for Nassau and Suffolk County Medicaid Fee-for-Service enrollees?**

Nassau and Suffolk County: July 1, 2015.

January 1, 2016 (tentative) ModivCare will take over management for Medicaid enrollees who are members of Medicaid managed care plans as well as those Medicaid enrollees residing on Long Island whose Medicaid eligibility is secured through the New York State Office of Mental Health or the Office for Persons with Developmental Disabilities.

**Q: How will a transportation provider receive a trip manifest from ModivCare?**

Transportation providers will finalize an EDI (Electronic Data Interchange) Agreement with ModivCare and thereafter download their trip manifests from [www.longislandmedicaidride.net](http://www.longislandmedicaidride.net).

**Q: How can a transportation provider get in touch with ModivCare?**

Transportation provider should call ModivCare's toll free transportation provider number 844-678-1105, or fax to its toll free transportation provider fax number 844-678-1110.

**Q: What does it mean if ModivCare shows my trip was assigned to another provider?**

The job number that you submitted is in ModivCare's system; however, it is assigned to another transportation provider. If you performed the trip, contact 844-678-1105 for resolution.

**Q: The procedure code issued to me is for a trip inside the common medical market; however, I traveled farther, and should get the outside common medical market procedure code. What should I do?**

Mileage is calculated as the shortest distance in street or road miles from the pick-up point to the destination. ModivCare is able to determine mileage to the one-tenth mile, and will round up to the next mile. If you believe there to be a mileage error, you must bring it to ModivCare's attention before running the trip. ModivCare will

review the trip or trips in question and may reference other software to verify the distance. Any correction remains the sole decision of ModivCare. If you are not satisfied with ModivCare's decision regarding the mileage, you may submit your justification, including some mapping software printout showing the mileage of the trip, and ModivCare will reconsider its decision.

**Q: If there is a complaint about my company, driver or vehicle from a rider of medical practitioner, will I have an opportunity to respond?**

Yes. Responses to complaints are due within 24 hours of when the transportation provider receives the complaint from ModivCare.

**Q: What are the pick-up and drop-off standards?**

The pick-up standard for a routine and standing order trip is not earlier than 15 minutes before or later than 15 minutes after the scheduled pick-up time. There is a 60 minutes (1 hour) pick-up standard on a "will call" or unscheduled return to residence following a medical appointment. The pick-up standard for an urgent care request (e.g., a hospital discharge) is within 180 minutes (3 hours) from when ModivCare gets the request from the hospital and communicates it to you. The drop-off standard is on-time or early however not more than 30 minutes before the enrollee's appointment.

**Q: Can a provider of wheelchair services refuse to transport an enrollee at the point of pick-up if the enrollee's wheelchair or other conveyance cannot be properly secured?**

Yes.

**Q: Can a transportation provider request transport on behalf of an enrollee?**

No.

**Q: Can a transportation provider provide a list of its regular, standing order riders to ModivCare in an excel file?**

Yes.

**Q: Must a transportation provider check the Medicaid eligibility of an enrollee before transporting the enrollee?**

Yes, New York State policy requires that.