

# Medicaid Transportation

## Program Overview

The Medicaid Transportation program ensures Medicaid members can get to and from their medical appointments at no cost to them. We arrange non-emergency transportation, such as pre-scheduled trips to primary care and the dentist. For emergency medical services, please call 911. We do not provide trips to non-medical locations like pharmacies, gyms, schools, or grocery stores.

Trips are arranged at the most medically appropriate, cost-effect level of service. These include public transit, taxi/livery, ambulette, ambulance (ALS/BLS), and personal vehicle mileage reimbursement. Members generally travel using the same mode they use for daily living.

The Department contracts with a transportation broker, Medical Answering Services (MAS). They schedule the trips, manage contact centers, conduct utilization review, and perform other administrative functions for the Medicaid Transportation program.

More detail about the program can be found on the MAS website: <https://www.medanswering.com> .

## The Transportation Broker

### Medical Answering Services, LLC

<https://www.medanswering.com/>

Downstate: 844-666-6270

Counties served: Bronx, Brooklyn (Kings), Manhattan (New York), Nassau, Putnam, Queens, Staten Island (Richmond), Suffolk, Westchester

Upstate: 866-932-7740

Counties served: Albany, Allegany, Broome, Cattaraugus, Cayuga, Chautauqua, Chemung, Chenango, Clinton, Columbia, Cortland, Delaware, Dutchess, Erie, Essex, Franklin, Fulton, Genesee, Greene, Hamilton, Herkimer, Jefferson, Lewis, Livingston, Madison, Monroe, Montgomery, Niagara, Oneida, Onondaga, Ontario, Orange, Orleans, Oswego, Otsego, Rensselaer, Rockland, St. Lawrence, Saratoga, Schenectady, Schoharie, Schuyler, Seneca, Steuben, Sullivan, Tioga, Tompkins, Ulster, Warren, Washington, Wayne, Wyoming, Yates

## How to Schedule Transportation

You can schedule transportation by calling the contact center for your region (see information above). The contact centers offer toll-free phone numbers, translation services, and telecommunications relay services for the hard-of-hearing.

You can also schedule transportation by creating an online account and using the MAS website: <https://www.medanswering.com>. You should contact the transportation manager at least 72 hours in advance of the appointment to request transportation. All trips must be prior approved by the transportation broker.

## Complaints

If you are dissatisfied with transportation services, you can file a complaint directly with the transportation broker by phone or through their website. You can also contact the Department at [medtrans@health.ny.gov](mailto:medtrans@health.ny.gov) or 518-473-2160.

If you are dissatisfied with Medical Answering Services (MAS), fill out the NYS DOH form [here](#).

## Additional Resources

For enrolled transportation providers: [Fee Schedule and Transportation Provider Manuals](#)

For transportation companies seeking to enroll as Medicaid providers: [Provider Enrollment](#)

For information about changes to the program: [Transportation Medicaid Updates](#)

## Questions, Comments, Concerns

Department of Health – Bureau of Health Access, Policy, and Innovation

[medtrans@health.ny.gov](mailto:medtrans@health.ny.gov)

(518) 473–2160