

Transportation Benefits for MetroPlus Members

The table below indicates how the transportation service is provided to our members. **FOR EMERGENCY TRANSPORTATION CALL 911, ALWAYS!!**

Plan Name	Type of Benefit	Contractor	Considerations
Medicaid; HIV SNP & HARP	Carved out	<p>Medical Answering Services (MAS)</p> <p>For a list of Transportation services check https://www.emedny.org/ProviderManuals/Transportation/PDFS/Transportation_PA_Guidelines_Contact_List.pdf</p>	<ul style="list-style-type: none"> > Emergency and/or non-emergency medical transportation will be covered by regular Medicaid. > Emergency transportation call 911. > For additional information call MetroPlus Customer services at 1-800-303-9626 > Non-emergency transportation: <ul style="list-style-type: none"> <input type="checkbox"/> Must be requested by the member or the provider office on behalf of the member. <input type="checkbox"/> Must call 72 hours prior the appointment and provide appointment date and time, address where the member is going, and doctor that he or she is seeing. <input type="checkbox"/> Non-emergency medical transportation includes a personal vehicle, bus, taxi, ambulette and public transportation. <input type="checkbox"/> Member's need to contact MAS at 1-844-666-6270 (The member would typically appear on a file that the state provides with the level of eligibility/transport type required). > For detailed information check MAS at www.medanswering.com/page.taf?ID=278
Essential Plan	Plan Covered	<p>Directly Provided by ambulance services* Medical Answering Services (MAS)**</p> <p>For a list of Transportation services check https://www.emedny.org/ProviderManuals/Transportation/PDFS/Transportation_PA_Guidelines_Contact_List.pdf</p>	<p>*Essential Plans 1 & 2: Pre-Hospital Emergency Medical Services for the treatment of an Emergency Condition, when such services are provided by an ambulance service, are covered by the Plan for all essential plans.</p> <p>.> Non-Emergency Ambulance Transportation. The plan also covers non-emergency ambulance transportation in the following cases:</p> <ul style="list-style-type: none"> <input type="checkbox"/> From a non-participating Hospital to a participating Hospital. <input type="checkbox"/> To a Hospital that provides a higher level. <input type="checkbox"/> To a more cost-effective Acute care Facility. <input type="checkbox"/> From an Acute care Facility to a sub-Acute setting. <p>> Emergency transportation call 911</p> <p>> For additional information call MetroPlus Customer services at 1-855-809-4073</p> <p>**Essential Plan 3 & 4 ONLY</p> <p>> Pre-hospital emergency transportation is same than Essential Plans 1 & 2.</p> <p>> Members are also eligible for non-emergency medical transportation to ambulatory services. Members should contact MAS at 1-844-666-6270 (The member would typically appear on a file that the state provides with the level of eligibility/transport type required).</p> <p>> For detailed information check MAS at www.medanswering.com/page.taf?ID=278</p>
MLTC; MAP	Carved out	<p>Medical Answering Services (MAS) Transportation services check https://www.emedny.org/ProviderManuals/Transportation/PDFS/Transportation_PA_Guidelines_Contact_List.pdf</p>	<ul style="list-style-type: none"> > Emergency transportation is not included in the Plan coverage. It is covered by Medicaid. > Emergency transportation call 911. > For non-emergency transportation, MetroPlus members need to contact MAS at 1-844-666-6270 (The member would typically appear on a file that the state provides with the level of eligibility/transport type required). > For detailed information check MAS at www.medanswering.com/page.taf?ID=278
Medicare Advantage	Carved out	<p>Medical Answering Services (MAS) Transportation services check https://www.emedny.org/ProviderManuals/Transportation/PDFS/Transportation_PA_Guidelines_Contact_List.pdf</p>	<ul style="list-style-type: none"> > Emergency and/or non-emergency medical transportation will be covered by regular Medicaid > Emergency transportation call 911. > Member or Provider need to contact MAS at 1-844-666-6270 (The member would typically appear on a file that the state provides with the level of eligibility/transport type required). > For detailed information check MAS at www.medanswering.com/page.taf?ID=278
Medicare Platinum QHPGold CHP	Plan Covered	Directly Provide by Ambulance Services***	<ul style="list-style-type: none"> > Emergency transportation call 911. <p>***Plan covers emergency transportation and or hospital to hospital transportation only. For additional information about Gold Plan benefits call 1-877-475-3795.</p>