

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; Enhanced (HARP) Plan & Partnership in Care-PIC (HIV SNP)	Carved Out	Medical Answering Services (MAS) For a list of Transportation services check https://www.emedny.org/ProviderManuals/Transportation/PDFS/Tran%20sp%20rtation%20PA%20Guidelines%20Contact%20List.pdf	<ul style="list-style-type: none"> > Emergency and/or non-emergency medical transportation will be covered by regular Medicaid. > Emergency transportation call 911. > Non-emergency transportation: <ul style="list-style-type: none"> • Must be requested by the member or the provider office on behalf of the member. • 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. • Non-emergency medical transportation includes a personal vehicle, bus, taxi, amblette and public transportation. • Member's 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). • For detailed information check MAS at www.medanswering.com/page.taf?ID=278 > For additional information call MetroPlus Customer Services at 1-800-303-9626
Essential Plan	Plan Covered	Directly Provided by ambulance services* Medical Answering Services (MAS)** For a list of Transportation services check https://www.emedny.org/ProviderManuals/Transportation/PDFS/Tran%20sp%20rtation%20PA%20Guidelines%20Contact%20List.pdf	<p>*Essential Plans 1, 2, 200 & 250:</p> <ul style="list-style-type: none"> > Emergency transportation call 911 > Pre-Hospital Emergency Medical Services worldwide for the treatment of an Emergency Condition when such services are provided by a licensed ambulance service. > Non-Emergency Ambulance Transportation, is covered between facilities, in the following cases: <ul style="list-style-type: none"> • From a non-participating Hospital to a participating Hospital. • To a Hospital that provides a higher level. • To a more cost-effective Acute care Facility. • From an Acute care Facility to a sub-Acute setting. <p>**Essential Plan 3 & 4 ONLY:</p> <ul style="list-style-type: none"> > Pre-hospital emergency transportation is same than Essential Plans 1 & 2. > In addition, members are also eligible for non-emergency transportation, 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). <ul style="list-style-type: none"> • For detailed information check MAS at www.medanswering.com/page.taf?ID=278 > For additional information call MetroPlus Customer Services at 1-800-303-9626
Managed Long Term Care (MLTC)	Carved Out	Medical Answering Services (MAS) Transportation services check https://www.emedny.org/ProviderManuals/Transportation/PDFS/Tran%20sp%20rtation%20PA%20Guidelines%20Contact%20List.pdf	<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). <ul style="list-style-type: none"> • For detailed information check MAS at www.medanswering.com/page.taf?ID=278 > For additional information, Call MetroPlus Customer Services at 855-355-6582
MetroPlus UltraCare (D-SNP)	Plan Covered	ModivCare	<ul style="list-style-type: none"> > Emergency transportation covered by the Plan > For non-emergency transportation, MetroPlus members have \$0 copay for 48 one-way trips per year, via our vendor ModivCare <ul style="list-style-type: none"> • Members can schedule transportation through MetroPlus Customer Services at 866-986-0356 > In addition, MetroPlus members are covered for unlimited rides through MAS - 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). <ul style="list-style-type: none"> • For detailed information check MAS at www.medanswering.com/page.taf?ID=278
MetroPlus Advantage Plan (D-SNP)	Plan Covered	ModivCare	<ul style="list-style-type: none"> > Emergency transportation covered by the Plan or members may call 911. > For non-emergency transportation, MetroPlus members have \$0 copay for 48 one-way trips per year, via our vendor ModivCare. <ul style="list-style-type: none"> • Members can schedule transportation through MetroPlus Customer Services at 866-986-0356 > In addition, MetroPlus members are covered for unlimited rides through MAS, 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). <ul style="list-style-type: none"> • For detailed information check MAS at www.medanswering.com/page.taf?ID=278
MetroPlus Platinum Plan (HMO) QHP; Gold CHP	Plan Covered	Directly Provide by Ambulance Services***	<ul style="list-style-type: none"> > Emergency transportation call 911. > ***Plan covers emergency transportation and or hospital to hospital transportation only. > For additional information about MetroPlus Gold Plan, call Customer Services at 1-877-475-3795