

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	Medical Answering Services (MAS) For a list of Transportation services check Contact_List.pdf">https://www.emedny.org/ProviderManuals/Transportation/PDFS/Transportation_PA_Guidelines>Contact_List.pdf	<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"> • 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, ambulette and public transportation. • 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	Directly Provided by ambulance services* Medical Answering Services (MAS)** For a list of Transportation services check Contact_List.pdf">https://www.emedny.org/ProviderManuals/Transportation/PDFS/Transportation_PA_Guidelines>Contact_List.pdf	<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> <ul style="list-style-type: none"> ➤ Non-Emergency Ambulance Transportation. The plan also covers non-emergency ambulance transportation 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. ➤ Emergency transportation call 911. ➤ For additional information call MetroPlus Customer services at 1-855-809-4073 <p>**Essential Plan 3 & 4 ONLY</p> <ul style="list-style-type: none"> ➤ Pre-hospital emergency transportation is same than Essential Plans 1&2. ➤ 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). ➤ For detailed information check MAS at www.medanswering.com/page.taf?ID=278

Plan Name	Type of Benefit	Contractor	Considerations
MLTC	Plan Covered	Directly provided by MetroPlus	<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 would need to contact Customer Services at 1-855-355-6582 to arrange services. ➤ Requirements to request services: <ul style="list-style-type: none"> • Eligibility • Demographics • Appointment type (details) • Authorization details on system (Only required for non-emergency transportation using ambulance) • Arrange services with transportation vendor <p>Non-medical transportation is not a covered benefit.</p>
FIDA	Plan Covered	Directly provided by MetroPlus	<ul style="list-style-type: none"> ➤ Emergency transportation is not included in the Plan coverage. It is covered by Medicaid. ➤ Emergency transportation call 911. ➤ Medical and or non-medical transportation are covered by the Plan (i.e. religious services, community activities, and supermarket shopping). ➤ Member would need to contact Customer Services at 1-844-288-3432 to request services. Requirements and reviewed by CS rep: <ul style="list-style-type: none"> • Prior Authorization • Eligibility • Demographics • Appointment type (details). • Authorization details on system • Arrange services with transportation vendor
Medicare Advantage	Carved out	Medical Answering Services (MAS) Transportation services check https://www.emedny.org/ProviderManuals/Transportation/PDFS/Transportation_PA_Guidelines_Contact_List.pdf	<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 QHP Gold 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>