



Medical Answering Service (MAS) Transportation Guide

This is a comprehensive guide to receiving Medicaid transportation services to and from medical appointments. Please make sure to read it carefully. You can also reference the FAQ quick guide at the end of the document.

What is Medical Answering Service (MAS)?

Medical Answering Service (MAS) is the company New York State Medicaid has chosen to handle all non-public transportation requests for Medicaid members.

Transportation requests must go through MAS, not Amida Care.

What forms do I need and who do I get them from?

The New York State Department of Health [Form 2015](#) is generally completed by your **primary care provider** to inform MAS why you need a certain type of transportation other than public transit. All members requiring transportation need a completed 2015 form to be enrolled in MAS and receive services.

The New York State Department of Health [2020-U Form](#) is used for MAS-enrolled members for approving transportation outside of the “Common Medical Marketing Area” (CMMA). The “Common Medical Marketing Area” (CMMA) is defined as the area in which a community usually receives medical care and services. In New York City, this form is typically required for members seeking medical services outside of their borough.

Who can complete the MAS [Form 2015](#)?

Medicaid members can be enrolled in MAS through their providers. **Providers** must submit forms to MAS to provide a medically significant reason why the member cannot take public transit.

To start your request for transportation services, you should speak to your primary care provider or case manager and discuss the need for non-public transportation. Your provider will then need to submit the completed **Form 2015** to MAS. The form must clearly describe your diagnosis/medical condition and why it prevents you from taking public transportation.



Who can complete the MAS [2020-U form](#)?

In most cases, the MAS **2020-U** forms will be completed by the provider you will be seeing outside of your immediate area.

For some post-operative appointments, such as lymphatic massage following body contouring surgery, you should speak with the referring surgeon about getting a 2020-U form completed.

Can Amida Care submit the New York State *Form 2015* for me?

Because the New York State *Form 2015* Form needs to be signed by a licensed medical professional, Amida Care will not be able to sign or submit this form for you. We encourage you to speak to your primary care provider if you feel you need non-public transportation to get to or from your appointments.

Who schedules my rides?

Once you have a *Form 2015* on file (and if needed, a *2020-U* form), it is your responsibility to schedule your rides 3 days in advance of all appointments.

Exceptions:

1. Discharge home following surgery can be scheduled by the surgeon's office.
2. If you were given an appointment within the 3-day window, you can ask the provider to make your transportation reservation.



Which forms do I need to see my primary care provider?

MAS transportation is unlikely to be covered for general appointments unless there is a medically significant reason why you cannot take public transit. If you believe either of these situations applies to you, speak to your primary care provider.

Your PCP will then need to complete *Form 2015*, and a *2020-U form* if your provider is in another borough.

Which forms do I need for surgery?

Pre-Op Appointments – Generally not covered unless there is a separate, medically significant reason why you cannot take public transit. This also applies to other types of **non-surgical** ongoing appointments.

Day of Surgery – Generally not covered unless there is a separate, medically significant reason why you cannot take public transit.

Discharge After Surgery – Make sure you have *Form 2015* on file. You can make your own transportation reservations based on the times provided to you by your surgeon. The surgeon's office will update MAS if a new discharge time is needed. Either way, make sure to discuss a discharge plan with your surgeon, and let them know of your needs. *2020-U forms* are unlikely to be required for surgery.

Post-Op Appointments - You might have appointments after getting an operation. If you need a ride to these appointments, it may be covered so that you can visit your doctor after surgery. For post-op appointments, it is best to have *Form 2015* in place by your primary care provider.

Aftercare Appointments at Other Facilities – some types of aftercare might be required at a different facility from where the surgery took place. In these cases, it is best to have a *Form 2015* in place from your primary care provider. If the aftercare facility is outside of your area, you might need to speak with the referring surgeon about a *2020-U form*. Keep in mind that after the forms are completed, it is still your responsibility to make all travel arrangements unless you were given an appointment within the 3-day window.



Appointment	Coverage	Forms Needed	Procedure
Before Surgery (Pre-op) Appointments	Not covered*	N/A	N/A
Day of Surgery	Not covered*	N/A	N/A
Discharge Home	Covered	<ul style="list-style-type: none"> Form 2015 Surgeon discharge call 	A staff member from the surgeon's office must call MAS at 844-666-6270 when you have been discharged home
After Surgery (post-op) Appointments	See Procedure	<ul style="list-style-type: none"> Form 2015 Form 2020-U is also needed if doctor is more than 20 miles from your home or outside the 5 boroughs 	You might have appointments after getting an operation. If you need a ride to these appointments, it may be covered. The doctor would need to complete Form 2015.

***Exception:** Members who are currently receiving transportation for all of their medical appointments will be covered by for pre-op and day of surgery transportation.

Where can my provider(s) find Form 2015 and the 2020-U forms?

- 1) Visiting MAS website at www.medanswering.com
- 2) Calling MAS (844)-666-6270
- 3) New York State Department of Health website:
 - a. [Form 2015](#)
 - b. [2020-U Form](#)

Where can the forms be submitted?

The forms can be faxed to (315)299-2786. More information can be found in the MAS website or by calling (866) 371-3881.

Forms can also be completed online by providers via a secure portal found on the MAS website.



Will I need a new form every time I need to schedule transportation?

That depends on what the submitting provider requested for you.

The *Form 2015* can be submitted for a one-time transportation request or for ongoing transportation needs. You should discuss your needs with your primary care doctor to ensure the information submitted in *Form 2015* fits your needs.

After my PCP submits Form 2015, how long will I need to wait to know if I was approved?

For faxed forms, the typical timeframe for receipt, review and approval/denial is approximately 5-7 business days after all necessary information is received.

You will receive a call from MAS informing you if you were approved or denied for transportation services.

A *Form 2015* completed via the MAS website portal can receive instant determination.

I am not sure if my necessary forms have been submitted for me, how can I find out?

You can always check the status of your *Form 2015* by calling MAS at 844-666-6270.

How can I schedule my rides?

You can schedule your rides by calling MAS at 844-666-6270.



FAQ Quick Guide

- **Am I eligible for Medicaid transportation?**
 - As a Medicaid members, you can receive non-public transportation through Medical Answering Service (MAS) if there is a medically significant reason why you can't take public transit. This information must be submitted by a provider.
- **How do I get set up with MAS?**
 - Talk to your primary care provider about transportation needs. If there is a medically significant reason why you can't take public transit, your PCP can submit Form 2015 to MAS.
- **I'm seeking surgery. How do I make sure I have transportation set up?**
 - First, when discussing your surgery plans with your PCP, also discuss any potential transportation needs. It will be helpful for them to submit *Form 2015* to streamline discharge transportation after surgery.
- **Can I get transportation to the surgeon's office on the day of surgery?**
 - MAS won't approve transportation to the surgeon's office on the day of surgery unless there is a separate medically significant reason why you can't take public transit.
- **Can I get transportation home after surgery?**
 - MAS will cover transportation home after surgery. Make sure to have a *Form 2015* on file and discuss your transportation needs with your surgeon in advance of the surgery date. It is the responsibility of the surgeon's office to make sure you can get home.
- **Can I get transportation to aftercare appointments?**
 - MAS may cover transportation to aftercare appointments if it is medically necessary. Speak with your surgeon about aftercare transportation needs.
- **Who schedules my transportation home form surgery?**
 - Once you are set up with MAS, it is the responsibility of the surgeon's office to make sure you get transportation home after surgery.
- **Who schedules my transportation to aftercare appointments or other appointment types?**
 - Once you are set up with MAS, it is **your** responsibility to set up your rides 3 days in advance of the appointment. You can call MAS at 844-666-6270 to schedule your transportation.
- **Do I need a 2020-U form too?**
 - You might need a *2020-U* form for appointments in boroughs other than the one in which you live. You will not need a *2020-U* form for transportation home after surgery.



Attachments:

- [Form 2015 – Medical Justification for Transportation](#)
- [Form 2020-U – Request for Transportation Outside the Common Medical Marketing Area](#)

You might have appointments after getting an operation. If you need a ride to these appointments, it may be covered

Different Transportation Methods Handled by MAS

<p>Taxi: The enrollee can get to the curb, board and exit the vehicle unassisted, or is a collapsible wheelchair user who can approach the vehicle and transfer without assistance, but cannot utilize public transportation.</p>
<p>Ambulette Ambulatory: The enrollee can walk but requires door through door assistance.</p>
<p>Ambulette Wheelchair: The enrollee uses a wheelchair that requires a lift-equipped or a roll-up wheelchair vehicle and requires door through door assistance.</p>
<p>Stretcher Van: The enrollee is confined to a bed, cannot sit in a wheelchair, but does not require medical attention/monitoring during transport.</p>
<p>BLS Ambulance: The enrollee is confined to a bed, cannot sit in a wheelchair, and requires medical attention/monitoring during transport for reasons such as isolation precautions, oxygen not self-administered by patient, sedated patient.</p>
<p>ALS Ambulance: The enrollee is confined to a bed, cannot sit in a wheelchair, and requires medical attention/monitoring during transport for reasons such as IV requiring monitoring, cardiac monitoring and tracheotomy.</p>