



The **MAS website** provides several resources related to Non-Emergency Medicaid Transportation. There are specific sections for Enrollees, Medical Providers, Transportation Providers, references to NYSDOH Policy. Below, you will find links to sections of the MAS website that will be most valuable to the MLTC plans.

## **Enrollee Resources**

- **Contact Center** – the MAS Contact Center phone numbers are found here
- **Scheduling Guidelines** – this section describes what information is required to schedule transportation to ensure prompt service
- **Modes of Transit** – MAS identifies and assigns the most appropriate and cost-effective transportation mode for the enrollee. The various modes of transportation are described here.
- **Forms & Resources** – various forms, such as mileage reimbursement forms, can be found here
- **Create an Account** – the enrollee can request access to the MAS portal to schedule their own transportation
- **Complaint Resolution** - all feedback related to Medicaid Transportation
- **Transportation Provider Search** – a listing of MAS Network providers

## **Medical Providers**

- **Forms & Resources** – NYS policy related to verification of transportation modality and common medical marketing area is found here
  - NYS Form-2015 Policy
  - NYS Form-2020 Policy
  - NYSDOH Standing Order Policy