

## Provider Manual

### Chapter 16: Medical Transportation Procedures

This chapter contains:

- EmblemHealth's policies related to covered emergency transportation, and medically necessary nonemergency transportation services to and from health care appointments for Medicaid, HARP, and Medicare HMO Dual Eligible Special Needs Plan (D-SNP) members covered by Medicaid fee-for-service (FFS).
- Information on how to access services through the New York State Department of Health transportation vendor in counties where transportation services are covered by Medicaid FFS.
- Transportation for City of New York Medicare members with end-stage renal disease.



#### General Information and Contacts

##### Emergency Transportation

In the event of a medical emergency, EmblemHealth covers emergency transportation to the nearest appropriate facility for Commercial and Medicare members. Medicaid FFS covers emergency medical transportation for Medicare HMO D-SNP, Medicaid, and HARP. Emergency transportation does not require a preauthorization. Members are instructed to dial 911 to obtain immediate assistance.

##### Routine Transportation

Medicaid FFS covers medically necessary nonemergency transportation for Medicaid, HARP, and Medicare HMO D-SNP members to obtain medical care and services. Nonemergency medical transportation includes: personal vehicle, bus, taxi, ambulette, and public transportation.

To arrange for transportation, members/providers must call:

- Nassau and Suffolk County members: LogistiCare at **844-678-1103**.
- Westchester County members: Medical Answering Services (MAS) at **866-883-7865**.
- New York City Members: Medical Answering Services (MAS) at **844-666-6270**.

If possible, the member or provider should call the above numbers at least 3 days prior to the member's medical appointment and give the representative:

- Medicaid ID number (for example, AB12345C).
- Appointment date and time.

- Address where the appointment will take place.
- The doctor's name.

For more information visit the [eMedNY website](#).

**City of New York Medicare Members with End-Stage Renal Disease**

In 2020, transportation for City of New York Medicare members receiving dialysis may use Coordinated Transportation Solutions if transportation assistance is needed.