

Healthfirst CompleteCare (HMO D-SNP) and Senior Health Partners (SHP) Changes to Non-Emergency Transportation Benefits, Effective **March 1, 2024**

Services now available through NYS Medical Answering Services (MAS)

Non-Emergency Medical Transportation Scheduling

As part of the NYS DOH transportation carve-out initiative, starting March 1, 2024, Healthfirst CompleteCare (HMO D-SNP) and Senior Health Partners (SHP) will no longer cover non-emergency medical transportation services as part of either plan's benefits.

- Non-emergency medical transportation services for CompleteCare or Senior Health Partners members will now be arranged by the Statewide Transportation Broker, Medical Answering Services (MAS).
- **For CompleteCare only:** Advanced Life Support (ALS) and Basic Life Support (BLS) will still be included in the CompleteCare plan through Modivcare. Transportation can be initiated by contacting Modivcare directly at 1-866-533-0707 or by submitting the transportation request via the Modivcare Portal at tripcare.modivcare.com/login.
- Social and Adult Day Care Centers that currently handle their own transportation: either with their own vehicles or by contracting directly with a transportation provider, will continue providing their own transportation after the carve out (March 1, 2024). These programs should continue to bill Healthfirst for these services.
- Social and Adult Day Care Center program transportation that is provided by Healthfirst (via Modivcare): will be transitioned to MAS effective March 1, 2024. This cohort should contact MAS to schedule transportation.
- This will not change any of the other medical benefits under the plan's benefits.

To arrange non-emergency medical transportation on or after March 1, 2024, you or your patient can contact MAS at medanswering.com. Healthfirst members residing in New York City's five boroughs—the Bronx, Brooklyn, Manhattan, Queens, and Staten Island—or in Nassau and Westchester counties, can also call **1-844-666-6270**. Members living in Orange, Rockland and Sullivan counties should call **1-866-932-7740**.

Provider Alert

If possible, MAS should be contacted at least **three days** before the medical appointment and be provided with the appointment details (date, time, pick-up and drop-off addresses, and name of provider) and the member's Medicaid identification number.

Additional information is available on the Department of Health Transportation Webpage (health.ny.gov/health_care/medicaid/members/medtrans_overview.htm)

Medical Emergency Transportation Scheduling

How you get your emergency medical transportation will not change. If you have an emergency and need an ambulance, call 911.

Contact Information for Questions

Please contact medanswering.com or call **844-666-6270** (Downstate) or **866-932-7740** (Upstate).

Coverage is provided by Healthfirst Health Plan, Inc. and/or Healthfirst PHSP, Inc. (together, "Healthfirst"). Healthfirst complies with applicable Federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability, or sex.

ATENCIÓN: si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al 1-866-305-0408 (TTY 1-888-867-4132).

注意：如果您使用繁體中文，您可以免費獲得語言援助服務。請致電 1-866-305-0408 (TTY 1-888-542-3821)。
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