



MassHealth

Transportation

Massachusetts Health Care Training Forum

July 2012

Requirements



- **MassHealth Member**
 - Standard or CommonHealth coverage only
- **Seeing a MassHealth doctor**
- **For a MassHealth reimbursable medical service**
 - Or a service covered by your Managed Care Plan

Transportation Benefits

- Personal Reimbursement

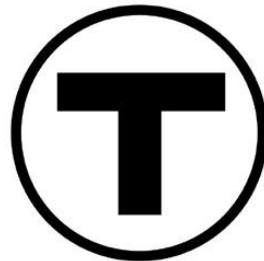


- Prescription for Transportation (PT-I)



Personal Reimbursement

- **Doctor provides statement with details of visit**
 - Dates of visits, reason for visits
 - Location of service
- **Member supplies proof of home address**
- **MassHealth reimburses for cost of public transportation**



Exception Circumstances for Personal Reimbursement

- **Per MassHealth Transportation regulation 130 CMR 407.43 I (C)**
 - The MassHealth agency may authorize reimbursement to a member for direct transportation expenses not described in regulation 130 CMR 407.43 I (A) which the member incurred when traveling to services covered by MassHealth, when the agency determines that transportation is not otherwise available as determined in accordance with 130 CMR 407.11(E)(3). The MassHealth agency may require the member to submit such documentation as it determines necessary to support a request for reimbursement under regulation 130 CMR 407.43 I.

Prescription for Transportation (PT-1)

- **Prescribed for:**

- Members without access to public transit
- Members with medical reason to not use public transit

- **Medical Provider completes the PT-1 form listing with specific prescription information:**

- Provider's address/alternate addresses
- Address of Treating Provider
- Specific Treatment/Medical Service
- Duration & Frequency of treatment



Prescription for Transportation (PT-I)

- **Sections 1 through 8 of the PT-I Form must be filled out completely by the Provider, including critical data listed below:**
 - Member's name, MassHealth ID, date of birth
 - Locality justification (if applicable)
 - Duration and frequency; up to 6 months for an acute condition, up to 12 months for a chronic condition
 - The specific physical or mental disability prohibiting the use of public transportation
 - Full information is needed even if PT-I form is a renewal

Prescription for Transportation (PT-1)

- **PT-1 has some options, if medically necessary**

- Can request an escort on the form
- Can request a Wheelchair Car (Van)
- Can request a non-shared Ride



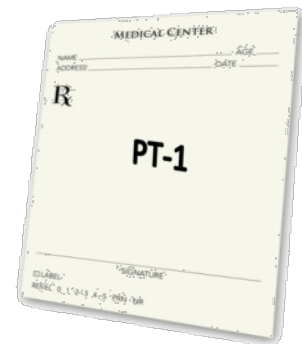
- **List any additional information such as service animal to accompany the member**

- **Provides curb-to-curb service**

- From your home to address of medical service
- May share rides (when appropriate)

Submitting a PT-1 Form Request for Transportation

- **By Fax**
 - **Electronically via the Customer Web Portal (CWP)**
 - Go to www.Mass.gov/Masshealth
 - Search “Customer Web Portal”
 - Click “Customer Web Portal Account Request Form”
- ***Preferred Method*****
- Faster turn-around
 - Ability to review status online



Transportation – Frequently Asked Questions

- **Once a PT-I is submitted, about how long does it take to hear if a ride is approved? How is the member notified?**
Currently 2 to 4 business days.

MassHealth Customer Service sends approval & denial letters to members, as well as notices 30 days in advance of PT-I expiration date

Transportation – Frequently Asked Questions

- **Are the conditions that regulations say always require transportation by ambulance (407.48 I) considered "emergency"?**

No, these would be non emergency ambulances. When the driver brings the member to the appointment, he/she would get a medical necessity form signed. A PT-I is not required for this service.

Transportation – Frequently Asked Questions

- **If a member lives in an area of the state with no public transportation & has no private transportation, how should provider fill out PT-1 to indicate reason is lack of transportation not medical condition?**

The provider can indicate this in section 6 of the PT-1 form.

Transportation – Frequently Asked Questions

- **Once a PT-I is submitted, how do you submit changes?**

Any changes to a PT-I form requires a new form, with the new information, be submitted.

Transportation – Frequently Asked Questions

- **How is change of address submitted?**
 - If treatment provider has different location, a new PT-I form must be submitted
 - If member requires a different pick-up address, a new PT-I form must be submitted
 - If member has relocated, they must contact MassHealth Customer Service directly to provide new contact information

Transportation Issues and Resolution

- **Transportation Ride Issues - Contact your Regional Transit Authority (RTA) directly (varies based on member location)**
- **PT-I Issues - Contact MassHealth Customer Service Team at 1-800-841-2900**