

Free transportation to and from your doctor appointments

Through Medicaid, you get free transportation to and from Medicaid-covered medical services, including doctor appointments. To schedule transportation to your next appointment, call Medical Answering Services (MAS) at the number for the county where you live*:

Albany: 1-855-360-3549	Greene: 1-855-360-3545	Schoharie: 1-855-852-3290
Broome: 1-855-852-3294	Montgomery: 1-855-360-3548	Saratoga: 1-855-852-3292
Columbia: 1-855-360-3546	Rensselaer: 1-855-852-3293	Tioga: 1-855-733-9398
Fulton: 1-855-360-3550	Schenectady: 1-855-852-3291	Washington: 1-855-360-3544

What to know about your medical transportation benefit through New York State's Medicaid program:

- ▶ The type of transportation available to you depends on your access to a bus line, if you have a disabling condition, and your history using this service.
- ▶ In most cases, verification forms are required for taxi and out-of-county services. Your provider can find and print this form by visiting medanswering.com, clicking on Medical Practitioners, and then Forms and Resources.
- ▶ Trips may also be booked online by visiting medanswering.com.
- ▶ If you feel that you should have access to a different type of transportation (such as a taxi instead of bus passes), you are encouraged to make your preference known.
- ▶ **Bus passes must be ordered at least five days before your appointment.**
- ▶ **If you use or are approved to use a taxi service, you must schedule your pick-up at least three days before your appointment.**

Other important information:

- ▶ When scheduling transportation, please make sure you have the following available:
 - » Reason for the transportation
 - » Date, time, and location of your appointment
 - » Preferred transportation vendor
 - » Other special instructions needed for the trip
- ▶ If you have concerns or a complaint about a recent trip, transportation vendor, or MAS representative, please contact MAS at the number for the county where you live (listed above).
- ▶ If the bus is your transportation, please make sure your doctor completes the verification form that is mailed with your bus passes and that it is returned to MAS within a month.
- ▶ Please note that transportation can be scheduled for appointments that are outside the county where you live. MAS will provide you with instructions.

**If any of these numbers do not work, please try another.*

Going to the doctor is important!

This *free* service can help you get to your appointments.

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