



News for West Region — Rochester/Buffalo Providers

MEDICAL TRANSPORTATION SERVICES FOR MVP OPTION MEMBERS TO BE COVERED BY REGULAR MEDICAID

Effective January 1, 2014, emergency and non-emergency transportation for Medicaid Managed Care members and non-emergency transportation for Family Health Plus members (aged 19 through 20) will be covered by regular Medicaid. This means that MVP Health Care® will no longer cover medical transportation as part of plan benefits for MVP Option, as well as non-emergency transportation for MVP Option Family members age 19 and 20 living in Monroe, Livingston and Ontario counties.

Please be advised that, for dates of service on and after January 1, 2014, prior authorization requests and claims for non-emergency services should be directed to Medical Answering Services, LLC (MAS), the Non-Emergency Medical Transportation manager for these counties. Claims for emergency transportation for MVP Option members should be submitted to eMedNY. Claims for emergency transportation for MVP Option Family members should continue to be submitted to MVP.

Non-emergency services that were approved by MVP **prior** to January 1, 2014 for trips that occur **after** January 1, 2014 will be honored by MAS.

To arrange for medical transportation, members and providers are directed to contact MAS at the county-specific phone numbers below:

Monroe County: 1-866-932-7740
Livingston County: 1-888-226-2219
Ontario County: 1-866-733-9402

MVP will continue to cover emergency transportation for MVP Option members in Genesee County. There are no changes to how non-emergency transportation is provided in Genesee County.

Questions? Please contact the Customer Care Center for Provider Services. Representatives are available weekdays from 8:30 a.m. – 5:00 p.m. Eastern Time at 1-800-999-3920.

