MAS Workflow for PAWH Patients

What is MAS?

- Car service for people who have trouble attending appointments due to barriers taking independent public transportation
- This can be used for any type of visit, including PAWH group events
- https://www.medanswering.com/

Who Qualifies?

Patients who both:

1. Have Medicaid insurance (including for their secondary insurance)
2. Have a disability or limitation that prevents them from using public transit

---

If patient does not already have MAS, but qualifies:

- It's not something that can happen same-day (enrollment takes 1-2 weeks)
- The best way to refer is by tasking- send a task to the color care coordination team that the patient belongs to

Approval Process

- Refer patient to Care Coordination to begin enrollment
- There is a specific form that the PCP will need to fill out called a 2015 Form (https://www.medanswering.com/documents/Doc-MAS_Public_Site--2016-02-10-21-19-18.pdf) to enroll the patient in MAS
- Approval process can take 1-2 weeks

For patients who are already approved for MAS:

- Request rides at least 48 hours in advance
- Patients **CANNOT** get both MetroCards as well as MAS. A MetroCard distribution will cancel the MAS approval.

How to book MAS Transportation:

- **If the Appointment is at Callen-Lorde and >48 hours away:**
  - Gather the necessary information from the patient and email *MAS using the MAS Email Template included below
  - Patients can also book rides themselves via phone or the MAS online portal
- **If the Appointment is at Callen-Lorde and <48 hours away:**
  - Reach out to Care Coordination voicemail (646-965-5463) to book the ride
  - If unsuccessful, reach out to PEX to book the ride
- **If the Appointment is at an External Facility:**
  - Reach out to the external facility first, the External Facility should be the ones booking MAS transportation
  - If unsuccessful, reach out to Care Coordination to see if they can assist with booking the ride

Limitations

- No limit on the number of rides per year, and no limit on how many CL facilities they can go to.
- Patients do have to re-enroll periodically.

***MAS Email Template:**

- Obtain all the following information then send an email to: MAS@callen-lorde.org
  - **Patient Name**
  - **DOB**
  - **Appointment Date/Time**
  - **Confirm Phone number and address -** *If patient is requesting to be dropped off/picked up at a different location than their home address, ask, "If we are unable to get you picked up or dropped off at OTHER address, did you still want us to book the ride?*
  - **Any special accommodations, such as wheelchair/walker/cane?**
  - **Any Additional riders?**
  - **Preferred car service**
  - **Preferred time to be picked up**