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## Medicaid Transportation – Standing Order Policy and Procedure

### **POLICY:**

The New York State Medicaid program provides transportation to eligible, enrolled persons who need transportation to and from Medicaid-covered services. Standing orders are requests for prescheduled transportation to recurring Medicaid-covered service appointments at the same location (and often with the same transportation provider). These orders usually occur at the same time(s) and day(s) every week. For example, standing orders may include transportation to medical services such as dialysis, chemotherapy, and methadone maintenance treatment. The Department's use of standing orders helps to ensure continuity of transportation to these regularly scheduled medical services by facilitating the arrangement, prior approval, and assignment to a transportation provider chosen by the enrollee.

### **Effective Date 10/01/2020**

- All standing orders must be arranged electronically through the appropriate transportation manager's web portal.
- Standing order requests should be entered at least three (3) business days prior to the effective date of the standing order to ensure adequate time for review, approval, and arrangement of the trips.
- To ensure that standing orders are medically necessary, the Department's transportation manager will only accept standing orders from the enrollee's medical provider.
  - Enrollees will **not** be able to enter their own standing order requests.
- The Department will require the transportation managers use a Multi Factor Authentication (MFA) process when standing orders are entered, renewed, or revised.
  - The MFA process will require the medical provider to authenticate their identity by using a professional email address.
  - Email addresses from personal web domains will not be accepted (e.g. Gmail, Hotmail, or AOL).
- Standing orders shall not exceed six (6) months from the standing order start date.
  - Standing orders for appointments beyond six (6) months must be renewed by the medical provider via the web portal.
  - The transportation manager will send out reminder alerts prior to a standing order's expiration date.
- Medical providers may be required to meet with the Department's transportation manager or the Department to justify standing orders exceeding the customary frequency or that have a unique diagnosis not typically associated with standing orders.

### **Some examples of medical providers who may enter standing orders:**

- Physician
- Physician's Assistant
- Nurse Practitioner
- Psychiatrist
- Psychologist
- Licensed Clinical Social Worker

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### Some examples of medical provider designees who may enter standing orders:

- Registered Nurse
- Licensed Practical Nurse
- Scheduler
- Receptionist

### Examples of individuals who may not enter standing orders:

- Enrollee
- Family member or friend of an enrollee
- Transportation provider

### **PROCEDURE:**

1. Log in into the appropriate managers standing order web portal with a unique user ID.
2. The portal will email you an MFA code to the email address associated with the unique user ID.
3. Enter the code in the email on your web portal login page.
4. Enter the following required information;
  - Enrollee Name
  - Enrollee CIN
  - Appointment Day(s)
  - Appointment Time(s)
  - Medical Facility Address
  - Medical Facility Special Directions
  - Enrollee Pickup Address
  - Pickup Special Directions
  - Medical Escort/Additional Riders Needed.
    - Number of riders
  - Level of Service
    - Medical justification may be required if not on file
  - Effective Date
  - End Date (no more than six months from the entry date)
  - Treatment Type
  - Preferred Transportation Provider Name (if applicable)
  - Facility Contact Name
  - Facility Contact Phone Number
  - Facility Contact Email
5. Confirm that all the information is correct and attest that all the information is true and accurate.
6. Agree with the terms and conditions and submit.