

February 3, 2023

## Upcoming GPS Compliance Requirements for NYS Medicaid Non-Emergency Medical Transportation (NEMT) Providers:

Effective April 3, 2023, New York State DOH requires all Transportation Providers (TP) to be fully Global Positioning System (GPS) compliant. For a trip to be considered fully GPS-compliant, the Transportation Provider will submit the starting point, end point, and all GPS coordinates along the trip (“breadcrumb data”) to the Transportation Manager. Transportation Providers should take necessary steps to ensure GPS compliance by April 3, 2023, and if not already doing so, can begin submitting GPS data now.

The use of GPS data will be used to increase program integrity, ensure enrollee safety, aid in the development of future policies, and assist in the reduction of fraud, waste, and abuse.

### Key Terms:

- **GPS Compliance:** Reporting GPS milestones and breadcrumb data to the transportation manager for all trips.
- **Third Party Intermediary (TPI) or Advanced Transportation Management Systems (ATMS):** These terms are used interchangeably to refer to the software company providing GPS/billing/routing/dispatching functionality
- **Application Program Interface (API):** The way in which two separate software systems seamlessly connect via codes, definitions, and protocols to automate processes

### How do I become GPS Compliant?

#### For Transportation Providers currently using a Third-Party Intermediary (TPI) / Advanced Transportation Management Systems (ATMS) billing or routing software:

- Make sure all drivers have GPS capability and that each trip’s GPS data is being accurately routed.
- For a complete list of TPIs/ATMS that are compliant with the appropriate managers software or to ensure that your TPI/ATM is compliant please contact.
  - MAS - [TPrelations@medanswering.com](mailto:TPrelations@medanswering.com)
- In the event a provider decides not to work with a TPI/ATMS, instructions on how to gain access to the Free GPS Application enabling providers to meet minimum GPS requirements can be accessed at the link below
  - MAS - [TPrelations@medanswering.com](mailto:TPrelations@medanswering.com)

## **Frequently Asked Questions**

### **Question 1:**

How will I know that the GPS information my company (or my designated Transportation Provider Intermediary (TPI) / Advanced Transportation Management Systems (ATMS)) is acceptable?

### **Answer 1:**

Incorrectly formatted GPS information will prevent a prior authorization from being issued for the trip in question. Each Transportation Provider is responsible for the correct formatting of their GPS information. The transportation managers' outreach teams are proactively contacting TPs to facilitate confirmation of correct formatting and are prepared to work with the TPs and/or TPIs/ATMS to facilitate corrected formatting when necessary.

### **Question 2:**

What if there is a connectivity problem with the GPS (a bad GPS area, dead zone, powered off/battery die) or my driver forgets to indicate they have arrived at the pickup or drop of location?

### **Answer 2:**

Almost all such obstacles have been overcome with technological advancements. Though claims of connectivity issues for lack of GPS information associated with a Medicaid transport will be considered, it is expected that this will only occur in rare instances, as such issues have generally been addressed by available technology. GPS information can be submitted during or after the trip in the event there was an obstacle outside the TP's control.

### **Question 3:**

What will be considered a match between GPS data and the assigned Trip Invoice?

### **Answer 3:**

NYS DOH will make the determination on setting the GPS match limits as to distance from pick-up location, drop off location and miles traveled.

### **Question 4:**

What happens if the GPS data is determined not to match either the pick-up, drop off, or miles indicated on the trip invoice?

### **Answer 4:**

The trip invoice provided to the Transportation Provider indicates the approved pick-up and drop off locations as well as the mileage. GPS information submitted at attestation that does not match the pick-up, drop off and mileage indicated on the trip invoice will prevent the attestation from generating a prior authorization. It is the responsibility of the Transportation Provider to ensure that every event along the trip is recorded in real time by either manual entry or using technology such as geofencing. For example, this includes events en route to the pick-up location, when at the pick-up location, when the trip starts, and when the trip is complete.

**Question 5:**

What about a last-minute request from the enrollee to be picked up at a different location than indicated on the trip invoice.

**Answer 5:**

The Transportation Provider receiving such a request should inform the enrollee to contact the transportation manager and request such a change be made. If the Transportation Provider cannot reach the enrollee, they can inform the transportation manager of the situation and the manager will attempt to contact the enrollee.

**Question 6:**

What happens in the event a Transportation Provider receives a trip invoice, and the enrollee has moved and no longer lives at the address indicated?

**Answer 6:**

Changes to addresses must be requested by a medical provider, enrollee, or representative of the enrollee.

**Question 7:**

What should a Transportation Provider do when multi-loading an enrollee?

**Answer 7:**

For multi-loading enrollees, technological advancements have made it possible to attest to the trips with GPS coordinates submitted for all trips. This does not affect existing attestation and/or billing processes and policies.

**Additional Questions**

Please contact the link below.

- MAS - [TPrelations@medanswering.com](mailto:TPrelations@medanswering.com)