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EOEA-PI-10-03
Ref: EOEA-IM-99-14

To: Aging Services Access Points

From: Ann L. Hartstein *ALH*

Date: March 11, 2010

RE: Transportation Access

Purpose:

This Program Instruction (PI) transmits requirements for the authorization by Aging Services Access Points (ASAP) of MassHealth payment for medical transportation.

Background:

Since 1999, ASAP interdisciplinary care management teams have been authorized to approve MassHealth transportation services for MassHealth members enrolled in the Home Care Program. Since the implementation of this initiative, the process of authorizing MassHealth transportation has changed from a paper PT-1 form to an online form. The paper PT-1 for use by ASAPs is no longer a valid form recognized by MassHealth.

Required Actions:

As of March 25, 2010, all requests for non-emergency transportation for MassHealth members enrolled in the Home Care Program must be made via the online PT-1 form. ASAPs must first establish a Customer Service Web Account if they have not already done so. For instructions on

setting up an account, see MassHealth All Provider Bulletin 156. ASAPs may then follow the instructions found in MassHealth All Provider Bulletin 157 for use of the online PT-1 form. Although Bulletin 157 states that, “providers may continue to submit requests manually on the paper PT-1,” please note that the Bulletin was issued in August of 2006 and that paper PT-1s will no longer be accepted.

All ASAPs must begin using the online PT-1 form on or before Thursday, March 25, 2010.

The MassHealth Customer Service Team is prepared to assist in training the ASAPs in accessing and completing the online PT-1. ASAPs may contact them by calling 1-800-841-2900.

If you have additional questions or concerns, please contact Perry Fong of the Human Service Transportation Office at Perry.Fong@state.ma.us .

Effective Date:

March 25, 2010

Contact Person:

Brenda Correia, Coordinator for Elder Community Support Programs at Brenda.Correia@state.ma.us.