



**MassHealth**  
**All Provider Bulletin 280**  
**January 2019**

**TO:** All Providers Participating in MassHealth  
**FROM:** Daniel Tsai, Assistant Secretary for MassHealth *DT*  
**RE:** **Nonemergency Medical Transportation Services**

### **Summary**

This bulletin describes upcoming changes related to MassHealth nonemergency medical transportation services.

### **Transportation Policies**

The following policies related to authorizing and scheduling brokered nonemergency medical transportation will take effect on, February 1, 2019. Note that the policies apply to transportation authorized using Provider Request for Transportation (PT-1) forms and brokered by regional transit authorities (RTAs); they do not apply to fee-for-service transportation, such as nonemergency ambulance transportation, authorized through Medical Necessity forms.

1. **Three Days Advance Notice**—MassHealth members will be required to contact their RTAs to schedule transportation at least three business days in advance of the day on which the transportation will occur, unless circumstances require an exception.

RTAs will schedule transportation with less than three business days' notice if the member has an immediate need for treatment, the member will be receiving urgent care, or rescheduling the visit will negatively affect the member's condition. If a member notifies his or her RTA that such circumstances apply, the RTA will contact the member's provider to confirm.

2. **Address Changes**—When a MassHealth member reports a new residential address, PT-1 forms authorizing transportation for the member to and from his or her residential address will remain valid until the sooner of the PT-1 form's end date and 30 days after the date of the address change. Providers will need to submit new PT-1 forms to authorize future transportation.

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## **Customer Web Portal**

The following enhancements will be made to the Customer Web Portal on February 1, 2019.

1. You will use the existing link to connect to a revised home page for the Customer Web Portal (CWP) and there will be enhancements to the user interface.
2. The medical treatment type used when submitting PT-1s will be transitioned to the diagnosis code for the member's medical condition.
3. Existing active PT-1s and active user names will be migrated to the new version of the CWP.

Training sessions will be scheduled to review these changes. You will be notified about the training date and times.

## **MassHealth Website**

This bulletin is available on the MassHealth website at [www.mass.gov/masshealth-provider-bulletins](http://www.mass.gov/masshealth-provider-bulletins).

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## **Questions**

If you have any questions about the information in this bulletin, please contact the MassHealth Customer Service Center at (800) 841-2900, email your inquiry to [providersupport@mahealth.net](mailto:providersupport@mahealth.net), or fax your inquiry to (617) 988-8974.