

Office of Medicaid BOARD OF HEARINGS

Appellant Name and Address:



Appeal Decision:	Approved	Appeal Number:	2505033
Decision Date:	06/12/2025	Hearing Date:	04/29/2025
Hearing Officer:	Christopher Jones		

Appearance for Appellant:



Appearance for MassHealth:

Katina Dean – Transportation Unit



*The Commonwealth of Massachusetts
Executive Office of Health and Human Services
Office of Medicaid
Board of Hearings
100 Hancock Street, Quincy, Massachusetts 02171*

APPEAL DECISION

Appeal Decision:	Approved	Issue:	Transportation
Decision Date:	06/12/2025	Hearing Date:	04/29/2025
MassHealth's Rep.:	Katina Dean	Appellant's Rep.:	██████
Hearing Location:	Telephonic	Aid Pending:	No

Authority

This hearing was conducted pursuant to Massachusetts General Laws Chapter 118E, Chapter 30A, and the rules and regulations promulgated thereunder.

Jurisdiction

Through a notice dated March 21, 2025, MassHealth denied a Provider Request for Transportation (PT-1) because the appellant lived within walking distance (0.75 miles) of the treatment facility. (Exhibit 1; 130 CMR 407.411.) The appellant filed this appeal in a timely manner on March 28, 2025. (Exhibit 1; 130 CMR 610.015(B).) Denial of assistance is valid grounds for appeal. (130 CMR 610.032.)

Action Taken by MassHealth

MassHealth denied the PT-1 for transportation because the requesting provider did not include on the PT-1 form a medical reason the appellant could not walk to her appointments.

Issue

The appeal issue is whether MassHealth was correct, pursuant to 130 CMR 407.411 and 407.421, in determining that the appellant's provider needed to include a medical reason for not walking to a nearby medical appointment on the PT-1 form.

Summary of Evidence

The MassHealth representative testified that a prescription for transportation ("PT-1") was received for transportation to a mental health clinic. This request sought 5 trips per week to a clinic

within 0.75 miles of the appellant's home. MassHealth's representative testified that this PT-1 did not identify a medical reason why the appellant could not walk to her appointments. MassHealth's representative confirmed that the PT-1 was otherwise complete. Had section 6 been completed, the PT-1 would have been approved.

With her hearing request, submitted on March 28, 2025, the appellant submitted 2 letters from medical providers. A nurse practitioner wrote that the appellant suffers from ataxia, and she cannot safely walk long distances. The second letter from an orthopedist documented the appellant's bilateral knee osteoarthritis. Given her ataxia and osteoarthritis, the doctor's opinion was that the appellant could not ambulate more than 400 meters at a time. The appellant testified that she cannot possibly walk to her mental health counselling due to her medical conditions. MassHealth's representative confirmed that this was sufficient evidence to approve the PT-1, if it had been included on the PT-1. MassHealth's representative told the appellant to have her provider resubmit the PT-1 and document her walking restrictions in section 6. MassHealth was unwilling to accept the letters submitted into the hearing record as documentation of this fact.

The appellant testified that she has been paying out of pocket for private transportation to her mental health provider, and sometimes skipped appointments because she could not afford the ride. She said she would have her medical care team submit another PT-1, but she did not understand why the submitted evidence was insufficient to just approve the request.

Findings of Fact

Based on a preponderance of the evidence, I find the following:

- 1) MassHealth denied the appellant's request for transportation to her mental health provider because no medical reason was provided on the PT-1 to explain why the appellant could not walk to the appointments. (Testimony by MassHealth's representative; Exhibit 3.)
- 2) The appellant timely appealed this decision on March 28, 2025. With the appeal, the appellant submitted letters from medical providers documenting that her medical conditions prevent her from walking more than 400 meters. (Exhibit 1.)

Analysis and Conclusions of Law

Transportation benefits require prior authorization for coverage by MassHealth. (See 130 CMR 407.421(A).) A Provider Request for Transportation ("PT-1") or a medical necessity form must be submitted on the member's behalf. (130 CMR 407.421(A)(1).) Additional authorization requirements exist depending on the mode of transportation. (130C RM 407.421(A)(2); see e.g. 130 CMR 407.471 (wheelchair vans).)

Some services are also non-covered, such as “transportation to a medical service that is within 0.75 miles of the member’s home or other MassHealth agency-approved point of origin, when the member is able to ambulate freely with or without an escort.” (130 CMR 407.411(B)(8).)

The hearing record reflects that the appellant is not “able to ambulate freely” to medical services within 0.75 miles of her home. MassHealth was unwilling to approve the case without a new PT-1 which included the medical reason on the form. The evidence presented at hearing establishes that MassHealth has all of the required **information** in its possession in order to approve the prescription for transportation. (See 130 CMR 610.071, 610.082.) Therefore, this appeal is APPROVED with regards to the appellant’s request for transportation to her mental health clinic.

In order to receive reimbursement for transportation expenses to covered MassHealth services,

a member must obtain **documentation from an authorized provider**, a day habilitation program representative, an early intervention program representative, a managed-care representative, a registered nurse, a licensed practical nurse, a social worker, a case manager, or another medical professional **who provided services for which the member seeks reimbursement** of public transportation costs. The **documentation must demonstrate that medical services covered** by MassHealth were received, identify the **date on which medical services were received**, and identify the **specific address where medical services were received**. ... **Transportation receipts are also required when available**. The member must submit documentation and receipts to the MassHealth agency and request reimbursement for public transportation expenses.

(130 CMR 407.431(B)(1) (emphasis added).)

Though this reimbursement provision is limited to “public transportation,” MassHealth

may authorize reimbursement to a member for direct transportation expenses not described in 130 CMR 407.431(A) which the member incurred when traveling to services covered by MassHealth, when the MassHealth agency determines that transportation is not otherwise available through MassHealth-contracted providers or selective broker contracts, and public transportation is not available as determined in accordance with 130 CMR 407.411(E)(3). The MassHealth agency may require the member to submit such documentation as it determines necessary to support a request for reimbursement under 130 CMR 407.431(C).

(130 CMR 407.431(C).)

The appellant has not yet submitted for reimbursement for her out of pocket expenses traveling to her covered MassHealth services. Therefore, it would be premature to address reimbursement for those expenses in this appeal. The appellant is welcome to request reimbursement from MassHealth and may request a fair hearing should those reimbursements be denied.

Order for MassHealth

Approve the appellant's PT-1 for transportation to her mental health clinic, despite its being within 0.75 miles of her home.

Implementation of this Decision

If this decision is not implemented within 30 days after the date of this decision, you should contact your MassHealth Enrollment Center. If you experience problems with the implementation of this decision, you should report this in writing to the Director of the Board of Hearings, at the address on the first page of this decision.

Christopher Jones
Hearing Officer
Board of Hearings

MassHealth Representative: Katina Dean, MAXIMUS - Transportation, 1 Enterprise Drive, Suite 310, Quincy, MA 02169