

Office of Medicaid BOARD OF HEARINGS

Appellant Name and Address:



Appeal Decision:	Denied	Appeal Number:	2511367
Decision Date:	9/10/2025	Hearing Date:	08/25/2025
Hearing Officer:	Mariah Burns		

Appearance for Appellant:
Pro se

Appearance for MassHealth:
Katina Dean, Maximus Transportation



*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:	Denied	Issue:	Transportation
Decision Date:	9/10/2025	Hearing Date:	08/25/2025
MassHealth's Rep.:	Katina Dean	Appellant's Rep.:	Pro se
Hearing Location:	Telephone (Quincy)	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 July 15, 2025¹, MassHealth denied the appellant's prior authorization request for coverage of transportation services. *See* 130 CMR 407.411(B)(2) and Exhibit 1. The appellant filed this appeal in a timely manner on August 4, 2025. *See* 130 CMR 610.015(B) and Exhibit 2. Denial of assistance is valid grounds for appeal. *See* 130 CMR 610.032.

Action Taken by MassHealth

MassHealth denied the appellant's prior authorization request for coverage of transportation services to his physical therapy provider.

Issue

The appeal issue is whether MassHealth correctly determined that transportation to the appellant's physical therapist is not covered because the physical therapist is not a MassHealth provider.

¹ The notice introduced at hearing reflects a date of August 5, 2025; however, MassHealth represented at hearing that it was initially generated on July 15.

Summary of Evidence

The appellant is an adult MassHealth Standard member under the age of 65. MassHealth was represented by a worker from the MassHealth Transportation Unit. All parties appeared at hearing by telephone. The following is a summary of the testimony and evidence presented at hearing:

On or before July 15, 2025, the appellant submitted a prior authorization request (PT-1), or prescription for transportation, for coverage of transportation services to a physical therapist. MassHealth denied that request because the physical therapist in question is not a MassHealth provider, and MassHealth has interpreted its transportation regulations to mean that MassHealth will not cover transportation to providers who do not participate with MassHealth.

The appellant provided documents that show that the physical therapist in question is affiliated with [REDACTED] and that the hospital accepts MassHealth. The MassHealth representative reported that she looked through the system and found no providers with the name provided on the PT-1 form, nor any located at the address listed. The PT-1 form also did not include a MassHealth provider ID, making it impossible to discern whether the provider is affiliated with MassHealth.

Findings of Fact

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

1. The appellant is an adult MassHealth Standard member under the age of 65. Testimony, Exhibit 4.
2. On or before July 15, 2025, MassHealth received a prior authorization request submitted on the appellant's behalf requesting coverage of transportation services to and from his physical therapist. Testimony.
3. On July 15, 2025, MassHealth denied the request on the grounds that the physical therapist does not participate with Medicaid. Testimony, Exhibit 1.
4. The appellant filed a timely notice of appeal on August 5, 2025. Exhibit 2.
5. MassHealth records do not show that a MassHealth provider is located at the address listed on the PT-1 form. Testimony. The PT-1 form did not include a provider ID for the physical therapist. Exhibit 2.

6. MassHealth has interpreted its transportation regulations to mean that MassHealth will not cover transportation to providers who do not participate with MassHealth. Testimony.

Analysis and Conclusions of Law

MassHealth covers the cost of transportation services for eligible MassHealth members, subject to certain restrictions. 130 CMR 407.403(A)(1). A member's coverage type dictates whether they are eligible to receive assistance with transportation services. *See generally* 130 CMR 450.105. Such services are covered for MassHealth Standard members, subject to the restrictions set forth in 130 CMR 407.000. *Id.* at 450.105(A)(1)(pp).

The MassHealth regulations specify which types of transportation services are and are not covered by MassHealth, regardless of the member's coverage type. *See* 130 CMR 407.411. At this time, MassHealth pays for transportation services "only when members are traveling to obtain medical services covered under the member's coverage type." *Id.* at 407.011(A).

An appellant bears the burden of proof at fair hearings "to demonstrate the invalidity of the administrative determination." *Andrews v. Division of Medical Assistance*, 68 Mass. App. Ct. 228, 231 (2006). The fair hearing decision, established by a preponderance of evidence, is based upon "evidence, testimony, materials, and legal rules, presented at hearing, including the MassHealth agency's interpretation of its rules, policies and regulations."

In this case, although the appellant's evidence shows that the hospital accepts MassHealth, there is no evidence that the physical therapist is a MassHealth provider. Without a provider ID number, I cannot find, by a preponderance of the evidence, that the appellant's physical therapist is affiliated with MassHealth. Furthermore, MassHealth's interpretation of its regulations is logically sound – medical services cannot be covered under a member's coverage type if they are provided by someone who does not participate in MassHealth. For that reason, I find that the appellant has not met his burden of proof that his transportation costs to and from his physical therapist should be covered by MassHealth. I find no error with the July 15, 2025, denial of the appellant's request for prior authorization.²

For the foregoing reasons, the appeal is hereby DENIED.

² The appellant may, at any time, submit a new PT-1 request for coverage of transportation to his physical therapist. The MassHealth representative suggested that the PT-1 form include the physical therapist's provider ID number. She further suggested that because the location is within .75 miles of the appellant's home, the request should explain WHY the appellant is unable to use public transportation and/or walk to the location and requires transportation services.

Order for MassHealth

None.

Notification of Your Right to Appeal to Court

If you disagree with this decision, you have the right to appeal to court in accordance with Chapter 30A of the Massachusetts General Laws. To appeal, you must file a complaint with the Superior Court for the county where you reside, or Suffolk County Superior Court, within 30 days of your receipt of this decision.

Mariah Burns
Hearing Officer
Board of Hearings

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