



**Commonwealth of Massachusetts**  
**Executive Office of Health and Human Services**  
**Office of Medicaid**  
[www.mass.gov/masshealth](http://www.mass.gov/masshealth)

**MassHealth**  
**Nursing Facility Bulletin 170**  
**November 2021**

**TO:** Nursing Facilities Participating in MassHealth

**FROM:** Amanda Cassel Kraft, Assistant Secretary for MassHealth

**RE: Human Service Transportation (HST) Brokerage Transportation for Members in Nursing Facilities**

## **Introduction**

MassHealth covers transportation to covered medical services for members in MassHealth Standard, CommonHealth, and CarePlus for whom public transportation is unavailable or not suitable. The purpose of this bulletin is to remind nursing facilities that they may use human service transportation (HST) brokerage to schedule non-emergency medical transportation for most MassHealth members who need transportation, so long as such members are able to travel in a sedan or wheelchair van that provides curb-to-curb service. This bulletin also provides additional information for nursing facilities about how to request and schedule HST non-emergency medical transportation.

This bulletin applies to MassHealth fee-for-service members, as well as MassHealth members enrolled in the Primary Care Clinician (PCC) Plan, a Primary Care Accountable Care Organization (PCACO), an Accountable Care Partnership Plan (ACPP), or a Managed Care Organization (MCO).

This bulletin does not apply to MassHealth members enrolled in a Senior Care Organization (SCO), One Care Plan, or Program of All-inclusive Care for the Elderly (PACE) organization. Transportation for these members is not provided through the HST brokerage. Nursing facilities should communicate with a member's SCO, One Care Plan, or PACE organization if the facility has questions about transportation services for these members.

## **HST Transportation Background**

Qualifying members residing in institutional settings, including nursing facilities, who need wheelchair van transportation may take fee-for-service transportation under 130 CMR 407.471(A)(2). Members residing in institutional facilities can also take transportation scheduled through the HST brokerage, as long as they need only curb-to-curb sedan or curb-to-curb wheelchair van service, their provider has requested transportation services using the PT-1 form, and MassHealth has approved the request, as discussed in the next section.

As stated above, the HST brokerage may currently only be used to schedule curb-to-curb transportation services for members.<sup>1</sup> Specifically, this means that the HST brokerage may not be

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<sup>1</sup> Effective April 1, 2022, MassHealth will be transferring the remaining fee-for-service wheelchair van services to the HST brokerage, including for members who need mobility assistance from transportation personnel to exit their residences. Please see [MassHealth Transportation Bulletin 19](#).

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used to schedule transportation services for members who need mobility assistance from transportation provider personnel to:

- exit their home or nursing facility;
- move from their home or facility to the vehicle; or
- move from the vehicle to the medical appointment.

The current HST transportation brokers are Montachusett Regional Transit Authority (MART) for HST Service Area 1 (Western Massachusetts) and HST Service Area 2 (Northeastern Massachusetts, including metropolitan Boston), and Greater Attleboro Taunton Regional Transit Authority (GATRA) for HST Service Area 3 (Southeastern Massachusetts). For a listing of brokers by town, please see [www.mass.gov/doc/find-your-hst-broker/download](http://www.mass.gov/doc/find-your-hst-broker/download).

### **Requesting and Scheduling HST Transportation**

Authorized providers, managed care representatives, and others currently authorized to request transportation services under 130 CMR 407.421(C): *Provider Request for Transportation* may submit PT-1 forms for all individuals in their care authorized to receive MassHealth transportation services.

Notwithstanding 130 CMR 407.421(C), MassHealth authorizes nursing facility providers to submit PT-1 forms to request authorization for curb-to-curb transportation services for eligible MassHealth members in their care. The PT-1 form documents the medical necessity of the transportation requested and its authorization by appropriate personnel. The PT-1 form must be approved in order to schedule non-emergency medical transportation for the member with the transportation broker.

Requests should be submitted via the Customer Web Portal (CWP), available at [www.mass.gov/how-to/how-to-complete-and-submit-or-view-the-pt-1-online](http://www.mass.gov/how-to/how-to-complete-and-submit-or-view-the-pt-1-online).

Once the member's PT-1 form is approved, transportation can be scheduled directly with the transportation broker for your region. MART's HST webpage is available at [www.mrta.us/masshealth/about](http://www.mrta.us/masshealth/about), and GATRA's HST webpage is available at [www.gatra.org/masshealth-hst/](http://www.gatra.org/masshealth-hst/).

### **Additional Information and Resources**

For more information about HST transportation, please see the [Human Service Transportation Office](#). For more information about the broker contracts with MART and GATRA, please see [www.mass.gov/info-details/new-hst-contract-in-effect-as-of-july-1-2021](http://www.mass.gov/info-details/new-hst-contract-in-effect-as-of-july-1-2021). Please also see the MassHealth LTSS Provider Portal at [www.masshealthltss.com](http://www.masshealthltss.com).

### **MassHealth Website**

This bulletin is available on the [MassHealth Provider Bulletins](#) web page.

[Sign up](#) to receive email alerts when MassHealth issues new bulletins and transmittal letters.

## **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.