



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

**MassHealth**  
**Transportation Bulletin 19**  
**November 2021**

**TO:** Transportation Providers Participating in MassHealth

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

**RE: Wheelchair Van Transportation and Brokered Transportation**

**Upcoming Changes to MassHealth Wheelchair Van Transportation**

This bulletin provides information to transportation providers about upcoming changes to MassHealth non-emergency medical transportation. Currently, certain wheelchair van transportation for MassHealth members, including for members who need mobility assistance from transportation provider personnel to exit their residences or to move from their residences to the vehicle, is provided as fee-for-service transportation by transportation providers who have contracted directly with MassHealth. See 130 CMR 407.471: *Nonemergency Wheelchair Van*.

This will change as of April 1, 2022, when all wheelchair van services currently covered by MassHealth as fee-for-service transportation will be provided as brokered transportation through Human Service Transportation (HST) Office selective contracts with transportation brokers. For more information about the selective contract, see 130 CMR 407.407: *Selective Contracts*.

The 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). A map of the HST service areas is included as an attachment to this bulletin.

Accordingly, as of April 1, 2022, MassHealth will not directly enroll or pay providers for nonemergency medical transportation provided by wheelchair van. If providers wish to continue providing wheelchair van transportation to MassHealth members after April 1, 2022, they will need to contract with MART or GATRA or both.

MassHealth expects to issue further guidance on this change in early 2022. Transportation providers may also be contacted directly by MART or GATRA. MassHealth encourages current fee-for-service wheelchair van providers to contract with MART or GATRA so that they may continue to provide transportation to MassHealth members. Please note that sedan transportation for MassHealth members who are ambulatory and certain other wheelchair van transportation is already provided through the HST brokerage, and this will not change.

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). For more information about the selective 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). 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/).

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**Questions**

If you have any questions about the information in this bulletin, please contact the HST Office at (617) 847-3427 or email your inquiry to [HSTINFO@mass.gov](mailto:HSTINFO@mass.gov).