

YOUR MEMBER HANDBOOK HAS BEEN CHANGED

Non-Emergency Medical Transportation

Non-Emergency Medical Transportation Scheduling

Starting March 1, 2024, Senior Whole Health of New York NHC (HMO D-SNP) will no longer cover non-emergency transportation as part of your Plan benefits. Non-emergency medical transportation services for members enrolled in a Senior Whole Health of New York NHC (HMO D-SNP), Medicaid Advantage Plus will now be arranged by the New York State Department of Health Statewide Transportation Broker, known as Medical Answering Services (MAS). This will not change any of your other medical benefits.

To arrange non-emergency medical transportation on or after March 1, 2024, you or your provider must contact MAS at <https://www.medanswering.com/> or call [844-666-6270](tel:844-666-6270) (Downstate) or [866-932-7740](tel:866-932-7740) (Upstate). If possible, you or your medical provider should contact MAS at least three days before your medical appointment and provide the details of your appointment (date, time, address, and name of provider) and your Medicaid identification number.

To learn more about these services, visit [Department of Health Transportation Webpage](#).