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Provider:

She should tell her healthcare provider. Individual taxi service is available for persons who cannot use public transportation because of physical **or** mental disabilities. With her consent, her provider should include relevant diagnoses and information on the PT-1.

Patient:

My mom has some mental health challenges and she cannot travel with strangers. Is MassHealth going to understand that?

Did you know?

Transportation services must submit **Medical Necessity Forms (MNFs)** to **MassHealth** for:

1. non-emergency wheelchair van transportation provided to MassHealth members who reside in institutional settings;
2. non-emergency wheelchair van transportation provided to MassHealth members who reside in the community and need mobility assistance from transportation provider personnel to exit their residences or to move from their residences to the vehicle; and
3. non-emergency ambulance transportation provided to any MassHealth member, regardless of where the member resides.

If the transportation service submits the wrong form or an incomplete form, the claim will be denied.

MNFs are available at:

<http://tinyurl.com/blankmnf>

Effective 7.1.16



Patient:

What if we have trouble with this process and you cannot help us?

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Provider:

Here is contact information for MassHealth Customer Service and two programs that can tell you about advocacy resources in your community:

SUGGESTED RESOURCES

MassHealth Customer Service

www.tinyurl.com/MAhealthcustomerservice

(800) 841-2900

TTY: (800) 497-4648

Disability Law Center

www.dlc-ma.org

Boston: (617) 723-8455

Northampton: (413) 584-6337

Greater Boston Legal Services

www.gbls.org

(617) 371-1234

Getting to Healthcare Appointments

Putting the Patient in the PT-1



An *It Takes Two* Guide for Patients and Providers



Medical  Legal Partnership | Boston
RAISING THE BAR FOR HEALTH

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Designed by **Artists for Humanity**

Information contained in this document is for educational purposes only and does not constitute legal advice or establish an attorney-client relationship. If patients or caregivers have specific questions, they should contact a lawyer or advocate.

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Patient:
My mom is home-bound and she really struggles to get to her healthcare appointments. But she cannot take the subway or a bus because of her disabilities. What can she do?

Provider:
MassHealth may be able to provide her with a car ride to and from healthcare appointments at no cost.

This is how it works:

MassHealth will pay for a Dial-a-Ride or another approved car service for healthcare appointments if you can show that:

1. You have to travel more than ¼ of a mile to see your healthcare provider; and
2. There is no public transportation available that you are able to use, and you cannot drive yourself or get a ride from someone else.

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Patient: Will my mom's healthcare provider set up the rides for her?
Provider: No, she or someone she trusts must arrange for this. You can find the name of MassHealth-approved transportation companies in her area on this website: tinyurl.com/MAhealthtransport

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Patient: So all she has to do is call the company and ask for a ride?
Provider: No. Before she can arrange for the car service, her healthcare provider has to request something called "prior authorization."

This is how it works:

Getting Prior Authorization for MassHealth-Covered Transportation Support:

1. If you get "prior authorization," MassHealth will pay for transportation (usually car service) from your home to your healthcare provider's office and back, for an approved number of appointments.
2. The request for prior authorization must come from a **qualified** healthcare provider in a "Prescription for Transportation" form (a **PT-1**). Submission instructions for providers are located at: tinyurl.com/MAhealth-PT1instructions
3. Providers can submit PT-1 forms four different ways: online, by phone, by fax and by mail.
 - a. In general, the process will go much faster if your provider submits the PT-1 **online or by fax!** The mail system is slow and sometimes PT-1s get lost in the mail.
 - b. If your medical appointments are **urgent**, ask your healthcare provider to submit the PT-1 **by phone!**
4. After the healthcare provider sends the PT-1 to MassHealth, MassHealth is supposed to make a decision within 5 business days of receiving it. You should get a letter from MassHealth with its decision about one week after that. If you have not heard anything from MassHealth within about 1 week, you should contact ask your healthcare team to follow up.

- Who is qualified to write and sign PT-1s?**
- Physician
 - Physician Assistant
 - Nurse
 - Nurse Practitioner
 - Midwife
 - Dentist
 - Dental Third-Party Administrator
 - Psychologist
 - Managed-Care Representative
- See 130 CMR 407.402 and 407.421*

!
If your provider submits the PT-1 form **online**, they can check the status of your application directly for you.

Provider:
Remember: It is possible that MassHealth will deny your mom's application. If that happens, please let me know. Your mom can appeal a denial! The instructions will be included in the letter from MassHealth. Pay close attention to the deadline!