

## **YOUR MEMBER HANDBOOK HAS BEEN CHANGED**

### **Non-Emergency Medical Transportation**

#### **Non-Emergency Medical Transportation Scheduling**

Starting March 1, 2024, VNS Health MLTC will no longer cover non-emergency transportation as part of your Plan benefits. Non-emergency medical transportation services for members enrolled in VNS Health MLTC, a Partial Capitation Plan, 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 (Downstate) or 866-932-7740 (Upstate), 24 hours a day, 7 days a week. 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: [https://www.health.ny.gov/health\\_care/medicaid/members/medtrans\\_overview.htm](https://www.health.ny.gov/health_care/medicaid/members/medtrans_overview.htm).

**1-866-867-6555 (TTY:711)**  
Monday – Friday, 9 am – 5 pm