**Public Transit Automated Reimbursement (PTAR) System
Questions and Answers**

The following are typical questions and answers concerning the PTAR system. The PTAR system is used by Medical practitioner (facility) staff to claim reimbursement when they distribute Metrocards to Medicaid enrollees, and to reimburse those Medicaid enrollees attending New York City-based methadone maintenance treatment programs who receive "carfare" rather than a Metrocard from the facility.

Accessing PTAR

How do I enroll in PTAR?
Potential users must submit a completed application to obtain a user profile. The application is available by emailing the Medicaid Transportation Unit at medtrans@health.ny.gov. Once the application is accepted and processed, a PTAR Administrator ID and a temporary password will be sent via email to the requesting PTAR Facility Administrator listed on the application.

How do I add new users for my facility?
A facility administrator can add new users by following this process:

- From the User Detail screen, select the applicable provider from the Provider drop-down.
- Enter the user's first and last names in the First Name and Last Name fields.
- Enter the username in the Create Username field.
- Select the User Role from the Select User Role drop-down.
- Click Add User to add the user.

Who can change a password or add users in PTAR?
A facility administrator can change a user's password, add users, or disable user accounts.

If I have trouble logging into PTAR, who can I call?
For issues concerning use of PTAR, please call PTAR Support at (800) 343-9000 7:30 a.m. - 6:00 p.m. Eastern Time, Monday through Friday (excluding holidays) or send an email to ptarsupport@gdit.com.

For Log-in issues
A PTAR Facility Administrator can send an email to ptarsupport@gdit.com with the following information:

- Issue Description;
- PTAR Facility Name;
- PTAR Facility MMIS#/NPI#;
- Requesting Facility Administrator;
- Requesting Facility Administrator's PTAR ID;
- Affected User's Name; and
- Affected User's PTAR User ID.

Addresses

Can we update an enrollee's address?
Facilities cannot update an enrollee's mailing address as this mailing address is tied to federal Social Security benefits and social services programs and benefits, such as HEAP and food stamps. Enrollees must contact the appropriate agency to update their address.

Does PTAR recognize Post Office boxes?
Yes, PTAR recognizes post office boxes.

Will PTAR verify the distance between my facility and the enrollee's residence?
For most enrollees receiving carfare reimbursement, PTAR will automatically calculate the distance between the facility and their address on file. If the enrollee is "undomiciled", the distance check is bypassed. Currently, PTAR will not verify the distance between a medical facility and the enrollee's address on file where the facility receives reimbursement for Metrocards.

Enrollee Information

Can I search by Medicaid identification number (CIN) or enrollee name?
A user can search for an enrollee by CIN or name.

Should we verify Medicaid eligibility?
While PTAR will scan Medicaid eligibility for the service date on the PTAR claim, it is recommended that the medical provider verify Medicaid eligibility.

Can an enrollee elect to receive a Metrocard instead of carfare?
An enrollee can receive either a pre-purchased Metrocard (if the program has this available) or carfare, but never both.

If an enrollee lives in Westchester County, but attends a methadone maintenance treatment program in New York City, can the claim be submitted via PTAR?
Yes, PTAR will accept claims for Medicaid enrollees from every county.

Claims Submissions

My facility submits claims once per month. Is there a cutoff date to submit my claims?
PTAR will accept claims retroactive to 120 calendar days from the current date.

Will PTAR provide claim data for claims submitted via the process used by the Human Resources Administration (HRA)?
Minimal HRA claims information will be stored in PTAR, and it will be inaccessible to users. For questions concerning these HRA claims, please call PTAR Support at (800) 343-9000.

How will my billing agent link to PTAR?
Billing agents will be able to upload to PTAR a spreadsheet containing relevant claims information. Facility administrators can create user logon information for their billing agents if deemed necessary and appropriate.

If our billing agent misses a service day, can we manually add the claim to PTAR?
Yes, manual entry is allowed, but only back 120 calendar days.

If a service date was prior to May 28, 2015, and was missed by my billing agent, can I submit this claim into PTAR?
Yes, but only back 120 calendar days.

Our facility dispenses Metrocards, but also operates a methadone maintenance treatment program. If a patient has a clinic appointment in the morning, then a methadone appointment in the afternoon, can we distribute a Metrocard and bill for carfare?
No. The patient is allowed either a Metrocard or carfare. Please note that PTAR will not currently cross-edit between Metrocard disbursement and carfare claims, thus these claims may bypass the edit scanning for duplicate claims. Facilities must ensure they are not distributing a Metrocard for enrollees receiving carfare, and vice versa. If assistance is needed in identifying these enrollees, please call PTAR Support at (800) 343-9000.

Can a facility void a previously submitted PTAR claim?
If the facility distributes Metrocards and identifies an erroneous claim, it can void the erroneous claim and any necessary recoupment will be taken from the next facility reimbursement. If the program is billing for carfare, and identifies an erroneous claim, it can void a transaction only until the claim has been sent for payment. Once payment is made to an enrollee, no recoupment is possible. Therefore, the State will review claims on an ongoing basis to assess patterns, and, where identified, will consult with the Office of the Medicaid Inspector General for appropriate recoupment

How often should a clinic upload claims when patients have multiple visits each month?
It is up to the facility how often they submit claims for carfare reimbursement. Carfare claims are processed monthly.

When will my facility receive reimbursement for Metrocards we disbursed?
PTAR processing is weekly, and payments are subject to a two-week lag.

When I select Access-a-Ride, does the clinic receive less reimbursement?
Selecting the Access-A-Ride option decreases the reimbursement amounts in accordance with the cost to use Access-A-Ride.

A Fair Hearing decision resulted in an enrollee being made retroactively eligible for Medicaid for almost one year. He attends a methadone maintenance treatment program and is eligible for carfare. Does PTAR allow override of the 120 claim limit in these situations?
PTAR does not allow a user to override the claim deadline. Please contact the Department of Health (DOH) for assistance. DOH can be reached via email to MedTrans@health.ny.gov or telephone to (518) 473-2160.

Carfare Checks

When will my patients receive carfare checks?
Carfare is processed monthly, on the second Thursday of each month, with checks being distributed about one week later.

How will undomiciled patients receive their carfare?
Checks for undomiciled patients receiving carfare will be batched and sent to the clinic that submitted the carfare claim via PTAR.

How long are carfare checks valid?
Carfare checks are valid for ninety (90) days from the date of issuance.

Will PTAR show if a check has been cashed?
Yes.

If the Provider Expense field is set to yes, will this result in the MMTP members' checks being sent to the providers?
No. MMTP providers do not need to worry about the provider expense feature as it is not taken in consideration with MMTP claims. Provider expense is only for PTAR claims.

If you submit your carfare claims and you see that there is a mistake or discrepancy, you now have the ability to delete these claims in the PTAR system. For MMTP claims however, once the payment has go ne out to the client, the claims that made up that check can no longer be deleted. Once a claim is deleted, you will have the ability to reenter it as long as the date of service is within the last 120 days of the current date.

For guidance, please call the PTAR Call Center at (800) 343-9000 option 5,
or email ptarsupport@gdit.com.