



Frequently Asked Questions (FAQs)

Q: Why am I receiving a screen prompting me to change my password, answer security questions and provide other information when I log in to PTAR?

A: Fiscal responsibility and support for the web-based application for Public Transportation Automated Reimbursement (PTAR) System transitioned from the Human Resources Administration of New York City (HRA) to the New York State Department of Health (NYSDOH) on 12/30/13. To transition users to the new version of PTAR, the following information is required:

- new HIPAA-compliant passwords
- responses to security questions
- authenticating information (name, email address, facility, etc.)

Q: How do I change my password, email address or other authenticating information?

A: After you log in, you may change your password, or update your email and other authenticating information by selecting *SETTINGS* then *UPDATE USER SETTINGS* near the top of the screen in the PTAR application.

Q: If I have trouble logging in, or with PTAR, who do I call?

A: You may contact the **eMedNY Call Center**: 1-800-343-9000, 7:30 a.m. - 6:00 p.m. Eastern Time, Monday through Friday (excluding holidays), for assistance with the PTAR application and logging in.

Q: I have new staff who I want to add as users of PTAR. How do I add new users?

A: You will need to complete and submit [PTAR User Request Form](#) available on the PTAR support page on www.emedny.org. The printed form may be faxed to **518-257-4639** or mailed to:

Computer Sciences Corporation
P.O. Box 4619, Rensselaer, NY 12144

Q: Is there a user manual? If yes, how can I get this manual?

A: The [PTAR user manual](#) is available on the PTAR support page. Click on the link below the PTAR button on the home page of emedny.org to access the support page. You may also request a paper copy of the user manual via postal mail by sending an email with the requestor's name and address to MedTrans@health.ny.gov

Q: Can I still use the old New York City (NYC) Human Resources Administration (HRA) PTAR?

A: The NYC HRA system does not function after December 29, 2013. To process transactions after this date, please use the NYSDOH's PTAR system.

Q: I have some transactions that I made prior to December 29, 2013, the date the NYSDOH took over this PTAR function from NYC HRA. Do I go to HRA to get paid for these transactions?

A: If you need to close out a month of activity and it is after December 13, close out the month in the NYSDOH's PTAR.

Q: If I closed out a month in then NYC HRA system, will I still get reimbursed?

A: The NYC HRA will process all closed month activity made on their system.

Q: What browsers are supported by the for Public Transportation Automated Reimbursement (PTAR) System?

A: Internet Explorer versions 4.1 and above are currently supported. Plug-in applications that emulate an Internet Explorer interface may be available for your browser of choice.

Q: Where do I indicate that a client is disabled when issuing a MetroCard?

A: The option to indicate the client is disabled was removed from the PTAR system. You should reimburse anyone deemed disabled the full MetroCard amount.

Q: Where do I indicate that an escort is over 65 when issuing a MetroCard?

A: The option to indicate an escort is over 65 was removed from the PTAR system.

Q: Where are the other payment options previously available under Hospital Expenses?

A: Effective 12/30/13, the PTAR system will use standardized payment options of \$2.50 for a one-way fare and \$5.00 for a round-trip fare.

Q: How do I email my batch request for card issuance?

A: Effective 12/30/13, processing of emailed batch requests will ***no longer be available***. Batch requests should be uploaded from PTAR using the provided template. Instructions are detailed in the [Public Transit Automated Reimbursement User Manual](#).

Q: When will I receive my check for transportation reimbursement claims?

A: Claims will be processed in the cycle in which they are received. Information on the check cycle and check cycle calendar may be found [here](#). The check associated with each cycle will be released two weeks later on Wednesday after cycle close.

Q: Will my reimbursement check be mailed to me?

A: No. Your reimbursement will be deposited in the same bank account as the weekly reimbursement made for medical claims. This deposit will be a separate transaction from you medical claim reimbursement on that Wednesday.

Q: How will you announce any updates to the PTAR system?

A: During the log in process, we will ask you for an email address. When we want to communicate with users, we will contact you via email. Also, information will be posted on PTAR for those who do not have an email address.