

# **NEW YORK STATE MEDICAID PROGRAM**

## **PUBLIC TRANSPORTATION AUTOMATED REIMBURSEMENT (PTAR) SYSTEM POLICY GUIDELINES**

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## Section I - Public Transportation Automated Reimbursement System

The Public Transportation Automated Reimbursement (PTAR) system is a web-based application used by authorized medical providers and facilities to track and submit claims for reimbursement of pre-purchased public transit fare provided to Medicaid-eligible enrollees. There are two subsections of PTAR:

- PTAR – for use by medical facilities that pre-purchase MetroCards from the Metropolitan Transportation Authority and provide a card to an eligible Medicaid enrollee who traveled via public transit to receive medical treatment from the facility.
- MMTP – for use by New York City-based Methadone Maintenance Treatment Programs (MMTP), that submit claims for reimbursement (carfare) paid directly to Medicaid enrolled patients who travel to their MMTP via public transit.

PTAR interfaces with the Medicaid program's eligibility systems to verify an enrollee's eligibility for Medicaid-funded transportation on the date of service.

PTAR works best with Internet Explorer version 10 or greater, or alternative browsers such as Google Chrome, Mozilla Firefox, or Apple Safari.

### PTAR & MMTP Facility Enrollment

Medical facilities that service a large number of Medicaid-enrolled patients may benefit from the streamlined process of requesting public transportation reimbursement. Those Medicaid-enrolled medical facilities who want to participate in the PTAR system should contact the Department of Health's Bureau of Transportation Administration for an enrollment application. The Bureau of Transportation Administration can be contacted via telephone to (518) 473-2160 or email to [MedTrans@health.ny.gov](mailto:MedTrans@health.ny.gov).

### User Roles

At the facility level, there are three key PTAR roles, "User," "Supervisor" and "Administrator."

#### **Users**

"Users" have the ability to data-enter or batch upload claims to the PTAR system, and to view PTAR transaction detail and transaction history reports.

Under MMTP, "Users" have the ability to enter MMTP transactions and view MMTP transaction details and transaction history reports.

#### **Supervisors**

"Supervisors" have the ability to enter PTAR transactions, view PTAR payment reports, transaction details and transaction history reports.

"Supervisors" have the ability to delete PTAR transactions.

Under MMTP, “Supervisors” have the ability to enter and delete MMTP transactions, view MMTP Client Payment details, MMTP transaction details, and MMTP transaction history reports.

### **PTAR Facility Administrator**

PTAR “Administrators” have the ability to update provider information, add/update locations, enter PTAR transactions, generate Managed Care Invoices, set up provisions, and gain access to all reports with the exception of the Unique Client and Active Provider Reports.

MMTP “Administrators” have the ability to update provider information, add/update locations, enter MMTP transactions, set up user level access, and access all MMTP reports with the exception of Unique Client Report and Active Provider Report.

There is a customized user role and set of functions that are unique for DOH and PTAR Support Administrators and the Department of Health’s contracted Transportation Managers.

### **DOH/PTAR Support Administrator**

This role will allow access to all functions in the PTAR and MMTP application except for the ability to enter transactions.

### **Transportation Manager**

The access into the PTAR and MMTP system under this role is the ability to access only the Unique Client Report and the Active Provider Report.

## **PTAR & MMTP Reimbursement Processing**

The PTAR system is utilized by participating facilities for processing reimbursements of public transportation claims. The PTAR user interface is accessed at <https://ptar.emedny.org/>.

PTAR provides three (3) transmission modes for facilities to choose for submitting public transportation claims. The specific function of each mode follows:

- PTAR Real-time Entry – submits a single PTAR transaction for a client on the current date for immediate processing. Real-time entry will result in immediate feedback regarding the transaction that was submitted.
- PTAR Batch Entry – submits PTAR transactions for offline processing. Offline processing will not generate immediate feedback when a transaction is submitted.
- PTAR Spreadsheet Upload – submits multiple transactions for a selected facility location from an uploaded spreadsheet.

There is a 120 day window from the date of service for PTAR participants to submit claims via the PTAR system.

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Facility reimbursements processed via the PTAR subsystem are issued on a weekly payment cycle, and sent via the method the facility receives its other reimbursements from the Medicaid program.

Enrollee carfare reimbursements processed via the MMTP subsystem are issued monthly on the third Wednesday of each month following the claim submission.

## Section II - Public Transportation Automated Reimbursement (PTAR)

### PTAR Eligibility

To qualify for public transit reimbursement via PTAR the enrollee must:

- Be eligible on the date of service;
- Be traveling to a Medicaid-covered service via mass transit; and
- Reside one-half mile or more from the Medicaid covered service to which they are traveling.

### Escorts – PTAR

It is **appropriate** to distribute a two-fare MetroCard to an **escort** (a parent, guardian, spouse, or health care aide) of the Medicaid-enrolled patient and seek Medicaid reimbursement for such distribution when the following conditions are met:

- The patient is a child over five (5) years of age; or,
- The patient is an adult who is cognitively and/or physically impaired and in need of personal assistance from the escort.

*It is **inappropriate** to distribute a MetroCard to a friend or other person who accompanies the patient when the patient does not meet the conditions above.*

### PTAR Enrollee Responsibility

Medicaid enrollees who typically use or who are capable of using public transportation for activities of normal living are required to do so when traveling to and from medical care. Activities of normal daily living include attending school, worship, shopping and making social visits.

Blind, aged and/or disabled enrollees are expected to use public transportation when there are no contraindicative impediments.

In accordance with Title 18 NYCRR §505.10, Medicaid payment will be made for the least expensive mode of transportation most suitable for the enrollees individual mobility-related needs when traveling to Medicaid-covered services. While an enrollee is free to choose any mode of travel, the Medicaid program will only pay for the mode of transportation determined to be medically necessary. Any enrollee that requires a higher mode of transportation as the result of a justified medical condition that renders them unable to utilize public transportation is **not** eligible to receive bus passes or MetroCards through PTAR. These trips are scheduled through the Department's contracted transportation manager. Enrollees found to be receiving reimbursement through PTAR while being transported via scheduled for higher modes of transportation will be subject to recoupment efforts and referrals to enforcement agents.

### PTAR Payment Inquiries

For payment related questions or concerns, facilities should call PTAR Support at

(800) 343-9000.

### PTAR Complaint Resolution Process

As a PTAR participating facility, concerns and complaints about the PTAR system or claims submission process should be referred to PTAR Support at (800) 343-9000.

If any issue can not be addressed at the PTAR Support level, please contact the Bureau of Transportation Management at (518) 473-2160 or via email to [medtrans@health.ny.gov](mailto:medtrans@health.ny.gov).

## Section III - Methadone Maintenance Treatment Program (MMTP)

The MMTP program is a PTAR subsystem similar to PTAR in that Medicaid enrollees are reimbursed for travel via mass transit to opioid outpatient treatment programs (OTP). The OTP, in turn, submits request for enrollee “carfare” reimbursement via the PTAR system.

The major difference between the PTAR and MMTP subsystems is that under the MMTP subsystem, enrollees are reimbursed via check rather than a MetroCard.

### MMTP Eligibility

To qualify for carfare reimbursement via MMTP the enrollee **must**:

- Be traveling to a Medicaid covered outpatient Opioid Treatment Program (OTP);
- Reside one-half mile or more from the Medicaid covered service to which they are traveling;
- Be a resident of, or covered under a fiscal county that is within the five boroughs of New York City;
- Be utilizing the Mass Transit system to get to and from their OTP; and
- Be in attendance at the OTP for any date of service that is submitted for carfare reimbursement;

It is **not** appropriate to submit a claim for carfare reimbursement on behalf of an enrollee when:

- The patient is not Medicaid-enrolled;
- The patient is ineligible to receive treatment at the OTP;
- The enrollee resides less than one-half mile from the OTP; and
- The enrollee is under 16 years of age.

If the enrollee uses **any** other modality to get to and from the OTP, they are ineligible for carfare reimbursement. This includes enrollees traveling on foot or via ambulette, livery, etc.

The MMTP participating facility must ensure that they only submit for carfare for enrollees who are in fact eligible to receive this reimbursement.

Carfare checks for undomiciled enrollees are batched and sent to the OTP that submitted the claim on behalf of the enrollee.

*Attendance to an OTP does **not** automatically qualify a Medicaid enrollee as eligible for carfare reimbursement.*

### Escorts – MMTP

It is **appropriate** to submit for carfare reimbursement for an **escort** (a parent, guardian, spouse, or health care aide) of the Medicaid-enrolled patient when the following conditions are met:

- The patient is an adult who is cognitively and/or physically impaired and in need of receiving personal assistance from the escort while traveling via public transit to the OTP.

*It is **inappropriate** to submit for carfare reimbursement for a friend or other person who accompanies the patient when the patient does not meet the conditions above.*

### MMTP Enrollee Responsibility

In order for the carfare program successfully process reimbursement, the enrollee must:

#### **1. Ensure his or her address on file is current.**

Anytime that an enrollee has a change of address, it is **mandatory** that the enrollee update any applicable source of Medicaid eligibility, including:

- Home Energy Assistance Program (HEAP);
- Medicaid;
- Public Assistance;
- Supplemental Nutrition Assistance Program (SNAP);
- Social Security Disability; and
- Supplemental Security Income (SSI).

*Failure to properly update an address could result in a delay or loss in carfare payment.*

#### **2. Advise the OTP if they are not using public transit for travel.**

If at any time the enrollee requires transportation that is a higher modality than public transit, the enrollee is required to advise the OTP that they are no longer utilizing public transit to get to/from their treatment.

*Failure to comply with this guidance, could result in the loss of ability to access higher modes of transport without substantiating a change in health status.*

#### **3. Not cash any received check from the State without knowing the intent of the check.**

If an enrollee receives a check from the Department of Health and is unaware of what the check is for, they should not cash the check. In addition, if the remittance that is received does not match the frequency in which the enrollee knowingly was in physical attendance at his or her OTP, they should not cash the check until they verify its accuracy.

*Cashing any check not addressed to, or to which the enrollee is not entitled to, may be subject to referral to the Office of Medicaid Inspector General (OMIG) for review and may result in recoupment of Medicaid funds as well as transportation restrictions.*

### MMTP Payment Inquiry

If an enrollee questions the status of his or her reimbursement, or has any concerns regarding payments received, they must complete a Payment History Request Form. This Form can be obtained by contacting the PTAR support line at (866) 401-0813.

*A Stop Payment and Reissue of Medicaid Carfare Reimbursement Check Request form will be disseminated only after the enrollee has received a complete payment history.*

### MMTP Complaint Resolution Process

Concerns and complaints about the PTAR system or claims submission process can be addressed by PTAR Support at (800) 343-9000.

If any issue can not be addressed at the PTAR Support level, please contact the Bureau of Transportation Management at (518) 473-2160 or via email to [medtrans@health.ny.gov](mailto:medtrans@health.ny.gov).

## Section IV – Definitions

For the purposes of the Medicaid Program, and as used in this Manual, the following terms and acronyms are defined:

### Carfare

Carfare is reimbursement for the cost of Mass Transit expenses incurred by a Medicaid enrollee that attends an outpatient Opioid Treatment Program.

### Escort

A parent, guardian, spouse, or health care aide of a Medicaid enrollee that accompanies recipient that is a child, suffers from a cognitive impairment, a physical impairment, or in need of personal assistance from another person to attend the Medicaid covered appointment.

### OTP

Opioid Treatment Programs.

### MMTP

Methadone Maintenance Treatment Program.

### Personal Assistance

Personal assistance is the rendering of physical assistance to the recipient in walking, climbing or descending stairs, ramps, curbs, or other obstacles; opening or closing doors; accessing mass transit vehicle; and moving of wheelchair or other items of medical equipment and the removal of obstacles as necessary to assure the safe movement of the enrollee.

### PTAR

Public Transportation Automated Reimbursement is a claims processing system developed to simplify the processing of public transportation reimbursement claims.