

# Get Free Transportation To and From Your Doctor Appointments

As a Medicaid enrollee, New York State's Medicaid program provides free transportation to and from Medicaid-covered medical services, including doctor appointments. To schedule transportation to your next appointment, call Medical Answering Services (MAS) at the number for the county where you live\*:

<b>Albany County: 1-855-360-3549</b>	<b>Rensselaer County: 1-855-852-3293</b>
<b>Broome: 1-855-852-3294</b>	<b>Schenectady County: 1-855-852-3291</b>
<b>Columbia County: 1-855-360-3546</b>	<b>Schoharie County: 1-855-852-3290</b>
<b>Fulton: 1-855-360-3550</b>	<b>Saratoga County: 1-855-852-3292</b>
<b>Greene County: 1-855-360-3545</b>	<b>Tioga: 1-855-733-9398</b>
<b>Montgomery County: 1-855-360-3548</b>	<b>Washington County: 1-855-360-3544</b>

You can also visit [www.medanswering.com](http://www.medanswering.com) for more information and to schedule transportation.

## What You Should Know About Your Medical Transportation Benefit through New York State's Medicaid Program:

- ▶ The type of transportation available to you depends on your access to a bus line, if you have a disabling condition, and your history using this service.
- ▶ If you feel that you should have access to a different type of transportation (such as a taxi instead of bus passes), you are encouraged to make your preference known.
- ▶ **Bus passes must be ordered at least five days before your appointment.**
- ▶ **If you use or are approved to use a taxi service, you must schedule your pick-up at least three days before your appointment.**

*\* If any of these numbers do not work, please try another.*

## Other Important Information:

- ▶ When scheduling transportation, please make sure you have the following available:
  - » Reason for the transportation
  - » Date, time, and location of your appointment
  - » Preferred transportation vendor
  - » Other special instructions needed for the trip
- ▶ If you have concerns or a complaint about a recent trip, transportation vendor, or MAS representative, please contact MAS at the number for the county where you live (listed above).
- ▶ If the bus is your transportation, please make sure your doctor completes the verification form that is mailed with your bus passes and that it is returned to MAS within a month.
- ▶ Please note that transportation can be scheduled for appointments that are outside the county where you live. MAS will provide you with instructions.

**Seeing your doctors on a regular basis is important!**  
This free service can help you get to your appointments.