

Business Support Services  
MassHealth Transportation Updates and Customer Web Portal (CWP) Enhancements  
Follow-up discussion items and questions

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**Transportation Questions**

1. Will this new process be used for wheelchair transports needed for patient appointments as well? We often send patients out for follow up appts while at acute rehab.
  - a. The Hospital discharge PT-1 option is intended to discharge an eligible member to their destination from an inpatient or outpatient setting. This service is single use authorization.
  - b. Patients who are in need of a return trip for transportation services to doctor's appointment, counseling or day habilitation, can request a regular PT-1( non-hospital discharge PT-1), using the Customer Web Portal "Submit PT-1".
  
2. Is door to door available for regular PT-1's
  - a. Door to door service will be available with both Hospital Discharge PT-1s, and the regular PT-1s, as part of the Transportation enhancement services on 4/1.
  
3. What is the time frame for an approval- can it be same day?
  - a. Hospital Discharge PT-1 are approved once submitted, if they meet the Hospital Discharge requirements, and member is eligible to received transportation services.
  
4. Can one facility share a username and password?

- a. MassHealth Highly encourages all individuals have their own Use- name and Password.
5. How will this work for emergency Dept and general hospital units? Any # of staff could be booking it is not reasonable to identify.
  - a. Facilities will need to develop a process that works best for their operational flow, and delegate accordingly. MassHealth encourages all individuals that interface with coordination transport, to register for portal access.
6. If you are a MH provider, should you use the same account info to sign in for PT 1?
  - a. To submit a PT-1, you will need access to the Customer Web Portal, which is a different system than the Provider Online Service Center. See link below to access the Customer Web Portal.
  - b. <https://masshealth.ehs.state.ma.us/CWP/Default>
7. Does this apply to ACO members?
  - a. Yes, a PT-1 will be needed if wheelchair van services are required under an eligible MassHealth benefit. The CWP can identify eligible MassHealth IDs when entered.
8. How many days before discharge should a request form be submitted?
  - a. Hospital discharge PT1s could be submitted day of or up to 14 days prior to discharge date.
9. Can it be submitted off hours?

- a. PT-1 could be submitted on the Customer Web Portal at any time of the day and any day of the week.

10. Any plans of including patients with MH limited for medical transportation coverage?

- a. MH limited members are not eligible for non-emergency transportation services other than to COVID-19 Vaccine Appointments.

11. Are we able to create an account prior to April 1st?

- a. Customer Web Portal accounts can be created and should be created prior to April 1<sup>st</sup>. enhanced features will not be available until 4/1.
- b. Visit: <https://www.mass.gov/how-to/how-to-create-a-new-cwp-account> to learn how to create an account.

12. Are we no longer able to use one of the ambulance companies for Chair Car Van upon discharge?

- a. You can continue to use your ambulance vendor if they are already contracted with the brokers, notify the broker of existing relationships. Scheduling will take place through the broker once PT1s are approved.

13. For high utilizing patients that return within 14 days of using the PT1, do we need to resubmit, or can we use the same PT1 number?

- a. The Hospital Discharge PT1 is for single use only and is only valid for up to 14 days of the request. A new discharge PT1 will be required for each discharge.

14. Do you have a backup plan if the system is down?

- a. If the CWP system is down and you cannot submit a PT-1 for a hospital discharge, please contact the vendor directly to set up the discharge transport and submit a PT-1 for the member as soon as the system comes back up.
- b. If it is not a discharge PT-1 requiring an immediate trip please wait a little for the system to come back up, then try again.

15. Is the PT-1 Confirmation # needed to schedule transportation?

- a. PT-1 # should be created prior to scheduling the transportation. PT1s can be submitted as far in advance as necessary. Scheduling is done through the broker once a PT1 is approved.

16. You mentioned that the trip can sometimes be booked before the PT-1 is approved. How does that work if you need the approval to schedule the trip?

- a. If a Hospital Discharge ride needs to be scheduled prior to submitting a PT1, provider can contact transportation company/vendor to schedule ride and then submit PT1. PT1 number will need to be shared with transportation company vendor once available.

17. You mentioned further training. Do we know when MH will have the further training?

General Transportation Updates and Customer Web Portal Enhancement training will be available here:

Slides:

<https://maltss.my.salesforce.com/sfc/p/#41000002kDSL/a/3f000000kZol/YXU7OXTMUNMvYCit10QhBBBdXCkgIqMfwWOWOf7ZWHsAttached>

Recording:

[https://optum.video.uhc.com/media/Transportation+Updates+%26+Customer+Web+Portal+%28CWP%29+Training/1\\_gm9i60j7](https://optum.video.uhc.com/media/Transportation+Updates+%26+Customer+Web+Portal+%28CWP%29+Training/1_gm9i60j7)

18. Do you provide non-emergency ambulance from home to PCP office?

- a. No, Ambulance services are not part of the PT1 process. Non-emergency ambulance transportation is available for eligible MassHealth Members. A medical necessity form will need to be filled out.

<https://www.mass.gov/doc/masshealth-medical-necessity-form-for-nonemergency-ambulancewheelchair-van-transportation-mnr/download>

19. MART GATRA will continue to find a Vendor, correct?

- a. MART and GATRA will work with your existing vendor or assist in assigning a vendor for your transportation needs via the PT1 process.

20. Most ambulance companies will not provide chair cars - does MART have special vendors for that.

- i. Yes, MART and GATRA already provide this level of service. If your current vendor is not able to accept a trip. Ambulance providers who can service wheelchair van services should be aware, there are incentives for them to participate in the broker chair car/van delivery model.

21. when you talk about transportation provider do you mean ambulance company?

- a. Transportation providers could be ambulance companies or other companies that are contracted with the Broker, to provide non-emergency transportation services such as wheelchair van or sedan services.

22. When the broker is not available how do we know who to call that is contracted with that broker?

- a. The broker is the primary point of contact to schedule needs through their contracted vendors. If you are utilizing a vendor for services now, that relationship will be honored, and that vendor must be contracted with the broker to be eligible for MassHealth reimbursement.

23. Could a list of contracted Vendors be provided?

- a. The primary contact is the broker.

24. Are these brokers able to provide transport beyond 8-4PM Mo-Fri?

- a. Yes, the hospital discharge PT1 will accommodate after hours needs by indicating on the PT1 that the trip has already taken place, and by scheduling directly with the vendor, who is to follow up with the broker next business day to provide the PT1 #.

25. For those MA Health clients who are discharging from the hospital to rehab and could go by chair van, are we completing this new process?

- a. Yes.

26. We usually use OLOS to order ambulances and or chair vans. Does this mean we will no longer use them to do that? How will that affect our discharges and requested transports?

- a. Existing relationships with transportation vendors will be honored for needs that require enhanced support. Please contact the broker to discuss transportation arrangements.
- b. Ambulance services are not part of the PT1 process. Default to existing procedure for all NE ambulance needs.

27. How would the hospital know if a PT-1 form is already in place?

- a. A discharge PT1 is for a single trip at time of D/C, there wouldn't be an existing D/C PT1 unless it was set up at triage in the ED or at time of admission, but it would show on the portal if either was the case.

28. Can you expand on what might make a patient medically necessary for wheelchair van transport?

- a. The submitting provider of the PT1 is attesting to the medical necessity via submission of the PT1 request.

29. Do hospitals call MART directly to schedule rides and how much advanced notice will be required? Hospital discharges are sometimes scheduled daily.

- a. The intent is to schedule the rides for same day with your existing vendor via MART. The broker will contact them to verify the trip.

30. Will the provider and client still receive a letter informing them of upcoming expirations?

- a. yes

31. Do I need to request a pt1 form for all my patients or is this already being put in place for all patients?

- a. Previously submitted PT-1 requests can be reviewed or modified using the 'Search PT-1' feature on the Customer Web Portal (CWP): Users can search for PT-1s based on different criteria including PT-1 Request Number and Member ID
- b. If there is not a PT-1 in place a PT-1 can be submitted for eligible members.

32. Which location would determine the broker for a hospital discharge? The address of the hospital or the destination of the patient?

- a. Broker is determined by member's address.

33. Is it possible for providers to confirm that they have access to all needed tabs within the CWP account prior to 4/1/22?

- a. Once a User gets access to the Customer Web Portal they have access to all functionalities. Enhancements will not be available till 4/1/2022

34. How many alternative addresses can be entered?

- a. One alternative address can be listed per PT-1.

35. Has there been thought put into the 25 mile distance limitation for hospital discharges?

Certain hospitals care for patients across the state so upon discharge they are often more than 25 miles from their home. There has also been a shortage of rehab beds so patients are being discharged across the state.



- a. The PT1 can be set up in advance to allow time for next day adjudication. If the process is running up against an unforeseen time barrier you can contact the support line to request a status sooner. Be sure that submitters are including a free text description when prompted, as it relates to the 25 mi limit.
36. If you check that the member has access to a friend/family with a car, does the PT1 get denied?
- a. Yes, if you check that member has access to friend/family with a car the PT-1 gets denied.
37. Is there a contact person that we can reach out to if our patient has any issues with their ride for both MART/GATRA?
- a. MART and GATRA manage the network of vendors that provide transportation services. If there is ever an issue with one of the vendors, you can notify MART and GATRA directly.
38. Just a thought - Is there a grace period at the beginning of April?
- a. yes. There will be a grace period that allows for vendors to complete their enrollment with the brokers post 4/1. They will default to FFS billing within that period, up until their broker onboarding is finalized and PT1s are established for upcoming needs.
39. What if our preferred vendor does not have a contract with the local broker? Are we no longer able to use them?
- a. Correct. We strongly encourage vendors to take advantage of the benefits that come along with providing transportation through the broker.

40. How flexible are scheduling same day changes if there is a delay in discharging?

- a. Submit the PT1 as soon as possible, if approved instantly you can call the broker to let them know your preferred vendor can accept the trip, or request assistance finding an alt vendor.

41. Process for hospital discharges? Can we use ambulance company if we have an existing relationship?

- a. Yes. Please let your current vendor know that they need to contract with the broker(s) to be eligible for MassHealth reimbursement.

42. When we discharge the patient, do we use the broker where the hospital is located or the broker where the patient's home address is located?

- a. Patients address.

43. If the patient asks to stop at her pharmacy on the way home, is that allowed?

- a. No. transport is approved based on the information provided in the PT1. Pharmacies, or other 'stops along the way' are not an approved destination.

44. can request be approved day of dc? we sometimes only know of a dc on day of the same?

- a. Yes. Hospital discharge PT1s are instantly adjudicated. You will be able to contact the broker to schedule once you receive an approved PT1.

45. How will a ride from the Emergency Department be handled? Off hours discharges from the Emergency Department?

- a. Off hours scenarios can be handled via submitting a hospital discharge PT1, indicating that the trip has already been provided, and can be scheduled directly with the vendor. Provide the vendor with the PT1# that is generated, and they will be responsible to follow up with the broker by next business day.

46. When would a hospital discharge Pt1, be denied?

- a. Only when a member is not eligible for the service.

47. please define door to door and curb to curb

- a. curb to curb is for ambulatory members who can safely make it to and from their appointment, without assistance navigating obstacles. Door to door is available on the PT1 and selected when a member requires assistance holding the door or navigating a path to their appointment.

48. In the past, our cab companies will not transport pt with their oxygen tanks, so we use non-emergency ambulance. Will this change?

- a. Continuous oxygen is a Medical Guideline that requires transportation via non-emergency ambulance.
- b. Self-administered oxygen can be indicated on the PT1 form and needs should be communicated to the broker to confirm that the level of care required is appropriate.

49. Will the member be able to see their broker info, in their account after April 1?
- a. Members will have the ability to create an account with the broker for their region at any time by web or app.
  - b. Members will have access to view their PT1s through the CWP as of 4/1.
50. If patient is inpatient for acute rehab - does the facility pay for transport to and from appts like they do for private insurances or does MassHealth get billed?
- a. The CWP will indicate if a member is eligible for Non-emergency transportation when you submit the PT1.
51. what if the mobility status has changed post visit, and they cannot safely mobilize as they could at baseline? How will the broker know this to authorize the wheelchair van?
- a. If this is anticipated due to the type of treatment, such as dialysis, and enhanced trip can be requested for both trips.
52. What makes a MassHealth member ineligible for Pt-1 service?
- a. The CWP will indicate if the beneficiary is eligible for non-emergency transportation. MassHealth standard, commonhealth, and careplus are the only benefits that cover this service, whether primary or secondary status.
53. Does this process apply to CCA, BMC Healthnet, Fallon and/or other Medicaid products?
- a. MCE beneficiaries can be verified through the CWP and the portal will indicate if a member is ineligible for this service.

- b. CCA members, and other ICO/SCO/PACE products are not eligible for PT1 transportation.
  
- 54. for discharges from hospital should we be using the provider Mass health ID number or the hospital Mass health ID number?
  - a. Either would be acceptable in that scenario.
  
- 55. I work in a practice with multiple providers. Can I choose one MD and submit all PT-1 requests for the practice with their name?
  - a. You can, however you will also have the ability to add providers that you can select for future use within your profile.
  
- 56. We have an Acute rehab Unit in our hospital. When discharging from the Acute rehab we should use the acute rehab mass health ID?
  - a. Correct.
  
- 57. I called the MassHealth Transportation Dept. to query a PT-1 I submitted and was told I needed to have the member on the line. Is that correct? That providers cannot call without a member to query a PT-1?
  - a. That is not correct. As the provider requesting a PT1 approval you have the ability to inquire directly. [webportal@mahealth.net](mailto:webportal@mahealth.net)
  
- 58. If we need to cancel transport due to a change in patients' status, who do we get in touch with to cancel?

- a. Always contact the broker.