

UPDATED Transportation Benefit for Medicaid Beneficiaries

Effective immediately, Medical Answering Services, LLC (MAS) replaces LogistiCare for non-emergency medical transportation services for eligible Medicaid beneficiaries living in the five boroughs of New York City. LogistiCare will still be handling transportation for members living in Nassau and Suffolk counties of Long Island.

Please note—this doesn't affect the members' transportation benefit. The only change is to the vendor who schedules the transportation pickups and drop-offs.

MAS will address any transportation-related complaints and handle any MetroCard reimbursement issues. Members who have a transportation complaint or questions about reimbursements should contact MAS directly.

To schedule or cancel transportation, or inquire about Medicaid transportation services, please contact Medical Answering Services (MAS) at 1-844-666-6270, 7 days a week, 24 hours a day, (TTY) 1-800-735-2922.