



**ANDREW M. CUOMO**  
Governor

## Department of Health

**HOWARD A. ZUCKER, M.D., J.D.**  
Commissioner

**SALLY DRESLIN, M.S., R.N.**  
Executive Deputy Commissioner

March 21, 2020

Re: COVID-19 Guidance to Transportation  
Managers and Brokers

Dear Transportation Managers and Brokers (MLTC):

The purpose of this letter is to provide guidance from the New York State Department of Health (NYSDOH) to the Department's transportation managers pertaining to the current novel coronavirus (COVID-19) outbreak. This guidance is provided in light of the COVID-19 outbreak and the state disaster emergency declared by Executive Order No. 202 and shall remain in effect until subsequent notice from the NYSDOH which will be provided prior to or upon the expiration of such state disaster emergency.

### **Background**

The health and safety of the State's health care providers and our ability to provide and support patient care remain our priorities. Community-wide transmission of COVID-19 is occurring in the United States, and the number of both Persons Under Investigation (PUIs) and confirmed cases is increasing in NYS. The situation with COVID-19 infections identified in the US continues to be evolving rapidly. It is important for all agencies to keep apprised of current guidance by regularly checking NYSDOH's Novel Coronavirus website, at <https://coronavirus.health.ny.gov/home>, for the most up-to-date information for healthcare providers.

It is important to keep staff updated as the situation changes and educate them about the disease, its signs and symptoms, and necessary infection control to protect themselves and the people they serve. It is therefore vital that providers maintain up-to-date contact with NYSDOH. Providers should also consider providing an internal contact telephone number for their staff and clients to call with concerns, reports or questions.

### **Transportation Guidance**

To ensure that Medicaid consumers are transported to medical appointments during the state disaster emergency, transportation managers shall:

- Waive the 72-hour rule for enrollees requesting urgent trips for COVID-19 related symptoms;
- Prohibit multi-loading vehicles, including group rides. Multi-loading shall only be approved in situations where no single loading alternative exists and must be specially approved by the manager/broker.

The Department will also waive the Form 2015 for taxi level trips when:

- Enrollees are symptomatic consistent with COVID-19 or were exposed to COVID-19.

### **Transportation Access**

If any providers, plans or consumers experience access issues or are refused a ride, please contact the Bureau of Medicaid Transportation at (518) 473-2160 or [medtrans@health.ny.gov](mailto:medtrans@health.ny.gov), For Managed Long Term Care complaints please contact (866) 712-7198 or [mltctac@health.ny.gov](mailto:mltctac@health.ny.gov).



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**For additional information:**

New York State Bureau of EMS Policy Statements and SEMAC Advisories

<https://www.health.ny.gov/professionals/ems/policy/policy.htm>

CDC Interim Guidance for Emergency Medical Services (EMS) Systems and 911 Public Safety Answering Points (PSAPs) for COVID-19 in the United States

<https://www.cdc.gov/coronavirus/2019-ncov/hcp/guidance-for-ems.html>