



Do you prescribe the PT-1 to your patients?

Did you know that your patients who are MassHealth members may qualify for MassHealth provided transportation if you submit a request for a Prescription For Transportation?

This prescription is referred to as a “PT-1.”

How Do I Submit a PT-1 request?

- Providers must submit to MassHealth a request for a PT-1 on behalf of their patients who are MassHealth members.
- The medical visits and the PT-1 request must be approved by MassHealth prior to any trips.
- The PT-1 request can now be submitted online at www.mass.gov/masshealth. You can find an easy, step-by-step guide to using the online system at http://www.mass.gov/Eeohhs2/docs/masshealth/bull_2006/all-157.pdf.
- You can also submit a paper request form by calling MassHealth at 1-800-841-2900 and asking for a hard copy.
- The online system usually shortens the wait time. The system will return a response within one day (as opposed to about one week if the forms are faxed to MassHealth). After you receive a response from MassHealth, an authorization must then be sent by MassHealth to MART.

What If My Patient’s Transportation Request Is Denied?

- If a transportation request is denied, the MassHealth online system allows health care providers to view the reason for denial, making it simple to resubmit the request with more accurate information. If the request was submitted by paper, the patient will receive a denial letter that states the reasons for denial.
- Although resubmission of a request with more information is usually faster, the patient has the right to appeal the denial. The patient will receive a denial letter that includes a form the patient must fill out if s/he is intending to appeal. You can work with your patient to appeal a decision.
- The member must mail in the appeal, referred to as a “request for a fair hearing,” within 30 days of receiving the denial letter. Depending on the type of denial, MassHealth must schedule a hearing and render a decision based on the hearing between one and a half months to three months after the member receives the denial letter.

For more information, please contact Health Law Advocates, 30 Winter Street, Suite 1004, Boston, MA 02108. Phone: 617-338-5241.

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