



## Medical Necessity Form (MNF) Frequently Asked Questions

Effective **May 1, 2021**, providers must fill out a Medical Necessity Form (MNF) to schedule Advanced Life Support (ALS) or Basic Life Support (BLS) non-emergent transportation for Healthfirst members to any provider approved by the Centers for Medicare & Medicaid Services (CMS). Below are some frequently asked questions to help you understand the process:

### 1. What is a Medical Necessity Form (MNF)?

This form indicates a need for a specific level of non-emergent medical transportation and is required by CMS.

### 2. What trips require a MNF?

A completed MNF is required for non-emergent medical transportation trips by means of BLS and ALS only.

### 3. What providers are required to submit this form?

Any provider rendering services to a Healthfirst member being transported via ALS/BLS (ambulance) is required to submit an MNF.

### 4. Does every plan require this form?

No, only Medicare Advantage plans.

### 5. Is the member responsible to submit the MNF?

No. However, it is recommended that the member request their provider to submit the form at the time of scheduling an appointment.

### 6. When does the MNF need to be submitted?

- For non-routine, round-trip transportation, the form can be submitted from time of scheduled appointment, up to 48 hours from date of service.
- For routine/standing orders, the form must be submitted prior to member requesting transportation. Transportation will not be arranged without form on file.

### 7. Where do I get the MNF?

To access this form, visit: [Tripcare.logisticare.com](https://tripcare.logisticare.com).

# Frequently Asked Questions

---

## **8. Do I need a username to access TripCare™?**

Yes. In order to access the TripCare portal, you will need to submit the Electronic Data Interchange (EDI) form. Instructions on how to submit the EDI form are available on the cover page of the form. This EDI is included with the letter you received in April 2021 about the MNF for ALS or BLS non-emergent transportation.

You can also access the EDI form by visiting the website below and clicking on "Request Form to Setup an Administrator Account for Requesting Transportation Online through TripCare." Instructions are provided.

[facilityinfo.logisticare.com/nyfacility/Downloads](https://facilityinfo.logisticare.com/nyfacility/Downloads)

## **9. How is the MNF submitted?**

The MNF must be submitted through [Tripcare.logisticare.com](https://tripcare.logisticare.com).

## **10. Can I fax the MNF?**

No. This form must be submitted through the TripCare portal.

## **11. How long is the MNF valid for?**

MNFs for standing orders are valid for 60 days from original date of service. An MNF is required for each single round-trip ride.

## **12. For standing order trips, does the provider need to submit another MNF after 60 days if it is for the same service to the same provider?**

Yes. All standing orders should have an updated MNF before the 60-day expiration date as to not interfere with the member's services.

## **13. If a member has a MNF on file, can they use it for transportation to other providers?**

No. Their MNF is specifically designated for the provider who submits it.

## **14. Can anyone fill out/submit a MNF?**

No. MNFs provide instructions on how to fill it out, along with acceptable practitioners/submitters.

## **15. Who can I reach out to if I have questions?**

To access the help screen, open the dropdown menu under the "Welcome Name" link located next to the "User Admin" option.