

Public Transportation Automated Reimbursement System

The New York State Department of Health (NYS DOH) now manages the Public Transportation Automated Reimbursement (PTAR) System. Efforts have been made to enable the system to provide greater efficiencies and allow for expediting claims processing and payment.

Medicaid enrollees using public transportation to obtain a Medicaid-covered medical service provided by a PTAR-participating medical provider, can receive a Metrocard directly from that provider. The PTAR System will reimburse participating medical providers for the cost of public transportation disbursed to eligible enrollees having active fee-for-service Medicaid, or having Medicaid coverage through a NYC mainstream or HARP Medicaid managed care plan or an HIV Special Needs plan. All PTAR-participating facilities may email ptarsupport@csc.com or call eMedNY Provider Services at 800-343-9000 to request a PTAR User ID or to ask questions about the PTAR System.

Medicaid enrollees using public transportation to travel to treatment provided by designated Methadone Maintenance Treatment Program (MMTP) clinics will continue to receive their monthly transportation reimbursement checks via United States Post Office mail. To inquire about MMTP transportation reimbursement checks, please call eMedNY PTAR Client Services at 866-401-0813.

In order to receive MMTP transportation reimbursement checks in a timely manner, Medicaid enrollees must immediately report all changes of residence and/or mailing address, for each case type. Medicaid enrollees with a Cash Assistance and/or Supplemental Nutritional Assistance Program case must report address change in-person at their Job Centers or Food Stamp Centers. Medicaid enrollees receiving social security benefits must report address changes to the Social Security Administration. Medicaid-only enrollees with cases managed by the NYC Human Resources Administration (predominantly consumers who are either certified a disabled or blind or who are age 65 or older), may call the Medicaid Helpline at 1-888-692-6116 to report changes. Medicaid-only enrollees with cases managed by the Marketplace (New York State of Health – NYSOH) must call the 855-355-5777.