



WELCOME TO THE MEDICAL ASSISTANCE TRANSPORTATION PROGRAM! (MATP)

WHAT IS MATP?

The Medical Assistance Transportation Program (MATP) is a transportation service available to Medical Assistance (MA) consumers throughout Pennsylvania. The Pennsylvania Department of Human Services (DHS) funds the MATP

The MATP offers transportation to medical care or services from a MA provider. The MATP is required to provide the least costly, most appropriate transportation that will meet your needs.

You can use MATP services to get to any health care service that is paid for by Medical Assistance. That includes appointments with your doctor, dentist, psychologist or psychiatrist, drug and alcohol treatment clinics or any other MA provider. You can also use MATP to go to the pharmacy for prescriptions, to the hospital for test, or to get to medical equipment suppliers.

You cannot use MATP:

- if you need emergency ambulance transportation
- for non-medical trips such as for grocery shopping or for social activities
- to obtain medical care that is not covered by Medical Assistance.

Specific information on the Mercer County MATP provider is listed on the back page of this brochure.

WHAT MEDICAL TRANSPORTATION SERVICES DO WE PROVIDE?

Depending on where you are going, what your needs are, and the costs involved, we could provide you with transportation in one of the following ways:

- Public fixed route bus (Shenango Valley Shuttle Service)
- Shared van (Mercer County Community Transit)
- Taxi

Mileage Reimbursement

If you have a car available, or if you know someone who has a car and who can take you to your medical appointment, you may be eligible for mileage reimbursement. If you are eligible, we will reimburse you at a rate per mile as specified by DHS. We will also reimburse you for your actual parking expenses and tolls if you provide receipts showing how much you paid.

If you are eligible for mileage reimbursement and you want to request payment for a trip, you must tell us in advance. We will send you a form to fill out to tell us how far

you traveled and whether you had any parking or toll costs. You can turn in your reimbursement request right after a trip or you can wait until the end of the month.

Reimbursement requests must be turned in no later than 15 days after the end of the month the trip was taken. We will reimburse you within 2 weeks.

Mileage reimbursement checks will not be issued until the total reaches \$10.00 or more. Expense reports totaling less than \$10.00, submitted on appropriate forms with proper documentation will be combined with the following month's receipts and paid after the total amount reaches \$10.00. Reimbursement forms must be submitted no later than 15th of the next month regardless of the amount.

SCHEDULING A RIDE TO AN APPOINTMENT

If you need a ride to a medical appointment or service, you should call us as soon as possible. For regular appointments, you must call us at least one day in advance before 12:00 noon to arrange a ride.

You can call us up to 30 days before your appointment to arrange a ride.

When you call to schedule we will ask the date and time of your appointment, where you need to go, and how long the appointment will last (if you know). Please tell us if you have any special needs like, if you need an escort to go with you, or if you need accessible transportation due to a temporary or permanent disability. We will arrange for the least costly way to get you to and from your appointment which meets your needs. If your appointment is rescheduled or cancelled, or if things change and you no longer need a ride, you must call us immediately and let us know.

HOW FAR CAN YOU GO WITH MATP?

If you have an unmet transportation need, the MATP can provide or arrange transportation to a qualified MA-enrolled provider of your choice within your county MATP's service area. That includes appointments with your doctor, dentist, psychologist or psychiatrist, drug and alcohol treatment center or any other MA provider.

Transportation to medical services that are outside of your county MATP's service area must be allowed if a medical service is not available locally and/or if your doctor refers you to these services for medical reasons.

Pharmacy

Transportation shall only be provided to a choice of two pharmacies closest to your home or two pharmacies closest to your prescribing physician's office (if the

prescription was provided at the office visit and is being filled in route from the prescribing physician's office.)

Methadone Treatment

Pennsylvania law requires that transportation only be provided to the closest in-network methadone treatment program from your home, unless you request and we grant an exception. Specific conditions for granting an exception are required by law. These are:

- Medical emergency
- Physical health
- Safety issues
- Availability of a closer clinic.

Methadone clinic transportation is provided through a dedicated shuttle service operated by Mercer County Community Transit (MCCT), Monday through Friday and to some locations on Saturday. Trips must be scheduled with MCCT at least one business day prior by 12:00 noon. Reimbursement will be provided for trips taken on Saturdays, Sundays, holidays and counseling days with appropriate documentation of those trips.

If you have questions regarding the transportation options available to you, please contact our office.

Out of County Transportation

Transportation to out-of-county facilities is provided on Monday, Tuesday, Wednesday and Thursday and must be scheduled by 2:00 p.m. at least five (5) business days in advance. Waiting lists may occur, so call as early as possible to schedule your ride.

You may provide your own transportation to out-of-county facilities and be reimbursed for mileage, parking or toll charges with appropriate documentation.

PICK-UP AND DROP-OFF GUIDELINES

If we will be transporting you using shared ride or a taxi, you will be told in advance the approximate time you will be picked up by the MATP office. MATP requires that we pick you up no more than 15 minutes before and no later than 15 minutes after your scheduled pick-up time. That allows a 30-minute pick-up window. This means that you must be ready and waiting at least 15 minutes before your scheduled pick-up time and you must remain ready for transportation for at least 15 minutes after your scheduled pick-up time.

If the driver arrives before the scheduled pick-up time, the driver must wait until the scheduled pick-up time before leaving. Drivers arriving at the scheduled pick-up time or within 15 minutes are not required to wait for a consumer who is not ready.

Pick-ups within the 30 minute window are considered to be on time.

ONE-HOUR RULE

MATP requires, for most appointments, that we drop you off at your medical provider's office no more than 1 hour before your scheduled appointment and we pick you up no later than 1 hour after your appointment is finished.

For appointments that require long travel times, pick-up and drop-off may exceed this 1 hour limit but cannot be greater than 2½ hours.

If we do not meet these timelines and you are kept waiting, you should contact us to report the problem and to see if alternate arrangements can be made.

ESCORT POLICY

An escort is an individual who accompanies you to your appointment as an aide for physical/mental/developmental capacity or limited English proficiency. Examples of an escort include but are not limited to, parent, guardian, or an individual who assumes parental-like responsibility, or the adult child of a geriatric parent. The escort's presence is required to ensure that you or someone you are responsible for receives proper medical service/treatment or to assist in the transportation process.

You may bring someone with you as an escort at no cost to you in the following situations:

- If you are under 18, you must be escorted by a parent or other relative/guardian;
- If you cannot travel independently, or you need any assistance due to age, illness, physical or mental disability. Your need must be verified by a physician.
- If you do not speak English, you can bring someone with you to interpret.

If an escort is necessary, written verification from the physician is required.

URGENT CARE TRANSPORTATION

At some point you may need transportation on short notice for an urgent care matter. Urgent care includes any situation where your medical provider has told you that you need to come to their office, or to obtain some other medical treatment or service, that same day or within the next 24 hours. We have a process for responding to any urgent care requests and will make every effort to help you get to the medical care you need within 3 hours of your request.

To obtain services for Urgent Care appointments – contact the office immediately to arrange transportation. The office will verify with the medical provider that the appointment is urgent, and then we will arrange transportation. If the appointment is called in after office hours, you will be provided a phone number to reach MATP staff to arrange the urgent care transportation. Arrangements will be made for your ride or you will be given mileage reimbursement forms to have someone take you.

SANCTION POLICY

No Show

A no-show is defined as any scheduled trip that is not taken or not cancelled with enough time to notify the provider. You will be considered a no-show in the following situations:

- You (or someone on your behalf) do not call the office or transportation provider at least **2 hours** prior to your scheduled pick-up time to cancel your ride;
- You are not present at the designated pick-up site when the driver arrives.

If you accumulate 2 no-shows within a 90-day period the MATP office may take the following actions:

- You will receive notice from our office after each no-show.
- The notice of the first no-show may be verbal or written with a warning notifying you that with repeated no-shows may result in the following actions.
 - You may be required to reconfirm transportation details the morning of or the night before your trip. If details cannot be confirmed, the ride will not be provided.
 - You may be required to use a single provider assigned by the MATP office. You would be required to reconfirm the transportation details the morning of or the night before the trip. If details cannot be confirmed, the ride will not be provided.
 - You may be required to schedule trips no more than one ride at a time.
 - You may be required to travel with an escort.
 - Your mode of transportation may be changed as appropriate (i.e., from MCCT to Shenango Valley Shuttle or Reimbursement). You will be sent a written notice of such action.
- After the second no-show, you will be sent a letter notifying you of the actions that will be required to receive MATP transportation services.
- If you are required to confirm a scheduled trip and no confirmation is received, the trip will be automatically cancelled. No call will be made to notify you that the trip has been cancelled.

Inappropriate Behavior

You may be suspended from the MATP for inappropriate behavior including but not limited to:

- loud, boisterous, obscene and/or offensive language;
- disruptive behavior or any behavior that jeopardizes the safety of any occupant of the vehicle;
- being under the influence of alcohol or controlled substances;
- violations of moving vehicle safety requirements or leaving the vehicle before the designated drop-off point;
- implied threats or physical action, either verbal or with weapons, toward other passengers, drivers or administrative staff;
- property damage or threat of damage to the vehicle and/or equipment related to the MATP.

If a sanction is required for inappropriate behavior, the following will occur:

- After the first offense, you will receive a written warning stating that transportation services are in danger of being reduced or terminated.
- After the second offense, you will receive a Written Notice reducing or terminating your service.

COMPLAINT PROCESS

A complaint is any issue or dispute or objection you express to us about our agency, or about the coverage, operations or policies of our MATP. If you have a complaint about our services, about how you were treated by our staff or a driver or about our policies and procedures, please tell us. We will record your complaint, investigate it and respond to you within 10 days.

To file a complaint, contact the Mercer County Area Agency on Aging, Inc., administrative offices by calling 724-662-6222 or 1-800-570-6222, e-mailing to admin@mercercountyaging.org, or by mailing a written complaint to MCAAA, Inc., 133 N. Pitt St., Mercer, PA, 16137.

If you call or visit the office and voice your complaint, Agency staff will document your complaint in writing. An assigned staff person (uninvolved party) will review the complaint and attempt to resolve the matter within three (3) working days. The complaint and resolution are then forwarded to the Agency's Chief Executive Officer (CEO) for review.

If you are not satisfied with the first line review, the matter is forwarded to the CEO. The CEO or assigned Agency staff person who will contact you, the provider, agency or organization named in the complaint to thoroughly determine the problem and resolve the issue. Once all information has been gathered and reviewed, the CEO or the assigned Agency staff person takes the steps necessary to resolve the matter and notifies you in writing within ten (10) working days, of any decision or action to be taken.

If you remain dissatisfied with the outcome, MCAAA, Inc., shall forward the complaint to the Office of Medical Assistance Programs.

APPEAL PROCESS

The Pennsylvania Department of Human Services requires us to give you a Written Notice if we deny your request for MATP.

We are also required to give you a Written Notice in advance if we plan to reduce, change, suspend or terminate your MATP services.

The Written Notice will tell you the reasons for our action, when the action will go into effect, and your rights to appeal from these actions.

If you receive a Written Notice and wish to appeal, you must complete the proper section of the Written Notice and return it to our office within the time limits listed on the Written Notice.

IF YOU NEED HELP WITH AN APPEAL

You can call us or get free legal assistance.

You can call Northwest Legal Services at 724-346-6112, 1031 Roemer Blvd., Farrell, PA 16121, or the Pennsylvania Health Law Project at 1-800-274-3258.

YOUR CONTACT INFORMATION / EMERGENCY CONTACTS

The MATP program office must have a valid phone number and address to reach you. If your phone number, contact information, address or emergency contact information changes, notify the MATP office immediately to update your records.

If our office cannot reach you to confirm a scheduled appointment, your ride will be cancelled.

PLEASE NOTE:

- MATP provides transportation only for the eligible person who has a scheduled medical appointment. MATP does not provide transportation to a child or children to ride with a parent who has a medical appointment.
- MATP encourages carpooling to reduce costs, however only one person will be reimbursed for trips to and from the same location at the same time.
- Because MATP requires the least costly mode of transportation, if you have a vehicle, you will be required to transport yourself and receive reimbursement for your mileage, parking and tolls with appropriate documentation.

HOW TO CONTACT US

Our office is located at: Mercer County Area Agency on Aging, Inc.,
133 N. Pitt St., Mercer, PA 16137.

Phone number: 724-662-6222 or 1-800-570-6222.

FAX number: 724-662-0611

E-mail: MATP@mercercountyaging.org

Visit our website at www.mercercountyaging.org.

Our regular office hours are Monday through Friday from 8:30 a.m. to 4:30 p.m..

If you call us after hours or on a weekend or holiday, you will be able to leave a message on our answering machine and we will return your call on the next business day. Our answering machine will also tell you what to do if you need Urgent Care transportation (see pg. 4) or where to call for emergency transportation. Transportation services are not available after 7:00 p.m. or on weekends or holidays except for Urgent Care trips.