

MEDICAL ASSISTANCE TRANSPORTATION PROGRAM (MATP)



Indiana County Department of Human Services-
MATP
300 Indian Springs Road
Suite 203
Indiana, PA 15701

PH: (724) 463-3235 or Toll free: (888) 526-6060
Extension 5
TDD/TYY: 724-465-3805

Office Hours: 8:30 a.m. - 4:30 p.m.
Closed for Lunch: 12 p.m. – 1 p.m.
Monday through Friday

The office is closed for all major holidays

Answering machine available 24 hours

<http://www.humanservices-countyofindiana.org>

Effective: December 2009

A. WHAT IS THE MEDICAL ASSISTANCE TRANSPORTATION PROGRAM (MATP)?

The Medical Assistance Transportation Program (MATP) is a transportation service available to Medical Assistance (MA) consumers in Indiana County. MATP is funded by the Pennsylvania Department of Public Welfare. In Indiana County, the MATP Program is operated by the Indiana County Department of Human Services.

Our program offers transportation or mileage reimbursement to help you get to medical care or services from a Medical Assistance provider. We are required to provide you with the least expensive, most appropriate transportation service available that meets your needs.

You can use MATP services to go to medical appointments or to get to any service Medical Assistance pays for. The medical services include therapies, tests, dental visits, trips to the pharmacy to get prescriptions, mental health treatment, drug & alcohol treatment, and trips 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.

B. HOW TO CONTACT US

Our office is located at 300 Indian Springs Road Suite 203 in Indiana, PA and our telephone numbers are: (724) 463-3235 or (888) 526-6060 – extension 5. TDD/TYY: 724-465-3805.

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 voice mail and we will return your call on the next business day. Our automated phone system will also tell you what to do if you need urgent care transportation (see page 4 for a definition of urgent care) or where to call for emergency transportation.

C. WHAT MEDICAL TRANSPORTATION SERVICES DO WE PROVIDE?

Transportation Options

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:

- Mileage reimbursement
- Public fixed route bus (by getting a ticket in advance)
- Shared van ride

Mileage Reimbursement

If you have a car or if you know someone who has a car and who can take you to your medical appointment, we will provide you mileage reimbursement if it is the least costly, most appropriate service available. We will reimburse you at the rate of .25 cents per mile. We will also reimburse you for your actual parking expenses and tolls if you provide receipts showing how much you paid.

If you want to claim mileage reimbursement for a trip, you must tell us in advance when/if you need forms. 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 (along with any receipts for parking or toll costs) right after a trip or you can wait until the end of the month. The forms, documentation, and receipts may be dropped off or mailed to the Indiana County Department of Human Services, 300 Indian Springs Road, Suite 203, Indiana, PA, 15701. We will reimburse you within two weeks, after we have reviewed your mileage request forms.

To submit a request for mileage reimbursement:

- 1) You must have proof of your medical appointments: You are responsible for completing Parts I and II on the mileage reimbursement form and have the medical provider complete the section (Part III) verifying the appointment with original signature, date, and time of your appointment.

Note: We normally only reimburse for one-two way trip per day, per medical provider; exceptions would require physician documentation.

C. WHAT MEDICAL TRANSPORTATION SERVICES DO WE PROVIDE? (Continued)

- 2) The total round trip mileage must be recorded on the mileage reimbursement form. Please note that mileage will be verified using an Internet mapping software.
- 3) An original receipt must be provided when requesting reimbursement for parking and tolls and the amount recorded on the mileage form. Reimbursement for pharmacy trips must have original cash register receipt and prescription receipt with proof of prescribing doctor.
- 4) Submit your reimbursement request by mail or drop off. There is a drop off box located on the front reception desk of CareerLink. You will be provided a schedule of due dates and when payments will be issued. Any forms received later will be held until the next pay period.

Holidays that the MATP Office observes:

New Years Day	Martin Luther King, Jr. Day
President's Day	Good Friday
Memorial Day	Flag Day
Independence Day	Labor Day
Columbus Day	Veteran's Day
Thanksgiving Day	The Friday after Thanksgiving
Christmas	

- 5) Reimbursement checks are issued every two weeks on a regular schedule. Important notice regarding checks: The checks are mailed on Friday. It can take at least a week to receive your check. If you haven't received your check a week after the mailing date, please call the MATP Office, so we can investigate further.
- 6) You will only be reimbursed for trips starting from the date you were determined eligible by the MATP Office.
- 7) We will only reimburse you within the current fiscal year (July 1st to June 30th). All reimbursement requests for the previous fiscal year must be turned in by August 15th.

C. WHAT MEDICAL TRANSPORTATION SERVICES DO WE PROVIDE? (Continued)

- 8) We will not reimburse you for mileage when you are being directly transported by one of our providers. If you were scheduled for direct transport and turn in mileage reimbursement forms, you will not be paid until it has been confirmed that our carrier did not provide you transportation.

When you are out of mileage reimbursement forms, you can:

- Make copies;
- Call the MATP Office and forms will be mailed to you.
- Pick up more forms at the MATP Office. Or you can download and print the forms from the Department of Human Services Website, MATP Page: <http://humanservices-countyofindiana.org> – click on the word “Library” and then the MATP folder.

Bus Tickets

If you live on a public fixed bus route, we will provide you with bus tickets to go to your medical appointment. If you need a bus schedule, call Indigo (724) 465-2140. Call the MATP Office (724) 463-3235 extension 5 or (888) 526-6060 extension 5 one week prior to your appointment and we will mail a bus ticket to you; you can also stop at the office to pick up your ticket prior to the date you need it. You can only use the ticket on the date of the scheduled appointment. Give the ticket to the bus driver when you get on the bus. The driver will punch the cost of the fare on the ticket, take the stub, and return the ticket to you. Have your medical provider sign the ticket (verifying your appointment) and return it to you. Present the ticket to the bus driver; the driver will punch the fare amount on the ticket and you deposit the ticket in the box on the bus. If you do not use your bus ticket, return it immediately to the MATP Office, 300 Indian Springs Road, Suite 203, Indiana, PA 15701.

The policies for using bus tickets are: bus tickets must be signed by a medical provider, documentation stub must be deposited on the bus, any unused tickets (or portion of the ticket) must be returned to the MATP Office, and dates or destinations may not be changed without prior permission.

D. HOW FAR CAN YOU GO WITH MATP?

We are responsible for providing or for arranging your transportation to get you to the medical care you need.

If you are enrolled in Medical Assistance MCO (Managed Care Organization), we can provide or arrange transportation for you to any medical provider in this MCO region. The MCO Region consists of Allegheny, Armstrong, Beaver, Butler, Fayette, Greene, Indiana, Lawrence, Washington, and Westmoreland. However, we will only take you to providers in your MCO network, or providers that are out-of-network but who your MCO has referred you to. Transportation to a pharmacy shall only be provided to a choice of two pharmacies closest to the consumer's residence or two pharmacies closest to the consumer's prescribing physician's office if you had an appointment on the day of the trip.

If you are in Medical Assistance fee-for-service, we will provide or arrange transportation for you to the provider who is closest to your home and who can meet your medical needs. We will take you to a more distant provider only if you give us medical information that shows the more distant provider is required to meet your needs.

Beginning January 1, 2010, ride requests for medical appointments to Allegheny County will take place on Tuesday, Thursday and Friday. Appointments must be scheduled between the hours of 9:00 a.m. and 3:00 p.m. The 1 hour rule does not apply to Allegheny County appointments.

E. SCHEDULING A RIDE TO AN APPOINTMENT

If you need a ride to a medical appointment or service, you should call us at least two business days by 2:00 p.m. in advance to arrange a ride.

You can call the MATP Scheduler up to two weeks before your appointment to arrange a ride. When you call to schedule, the Scheduler will ask the date and time of your appointment, where you need to go, and how long the appointment will last (if you know). Tell the Scheduler if you have any special needs; for example, if you need to have an escort go with you, or if you need accessible transportation due to a temporary or permanent disability. The MATP Scheduler will arrange for the least costly way to get you to and from your appointment that meets your

needs. If your appointment is rescheduled or canceled, or if things change and you no longer need a ride, you must call the Scheduler immediately and let us know.

To cancel a scheduled ride, you must call the MATP Scheduler by 2:00 p.m. of the day before your appointment. If you call after 2:00 p.m. or if you do not go to your appointment, this will be considered a **no show**. (However, if the incident involves a medical emergency or special circumstance, the MATP Staff may waive the no show or cancellation.)

Your medical provider must sign a form verifying you were seen and you must give the form to the driver. The transportation drivers will have the forms on their vehicles.

Pick Up and Drop Off Guidelines

If we will be transporting you using shared ride, you will be told in advance the approximate time and location you will be picked up by the MATP transportation provider. Please be ready ahead of time. The drivers are required to pick you up no sooner than 15 minutes before your scheduled time and no later than 15 minutes after your scheduled pick-up time. The policy is to drop you off at your provider's office no more than one hour before your scheduled appointment, and to pick you up no later than one hour after your appointment is finished. The one hour rule does not apply to Allegheny County appointments. If we do not meet these timelines and you are kept waiting, you should call the MATP Scheduler at (724) 463-3235 extension 25, or (888) 526-6060 extension 25 to report the problem and to see if alternative arrangements can be made.

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 the medical care you need.

If you need transportation for an urgent care matter, during regular office hours, you should call the MATP Office immediately. You will be asked to have the medical provider verify the date, time, and need of the trip. If

you call after business hours, our automated phone system will instruct you to leave a voice mail message at extension 5 and your call will be returned. The MATP number is (724) 463-3235 extension 5 or (888) 526-6060 – extension 5. TDD/TYY: 724-465-3805.

F. ESCORT POLICY

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

- If you are under 18, you can be escorted by a parent or other relative/guardian.
- If you cannot travel independently, or you need assistance due to age, illness, physical or mental disability. You may need to obtain a written verification from your medical provider.
- If you do not speak English, you can bring someone with you to interpret.

The MATP Office may send you instructions and an Escort Paper to filled out by both you and your primary care physician. This Escort Paper is to be turned in before your next medical appointment that you need transported to. You must provide your own escort. MATP cannot provide you with an escort or pay for an escort's time. MATP can only pay for an escort's transportation to accompany you on your medical appointment.

G. SANCTION POLICY

Indiana County MATP has the right and responsibility to sanction passengers for excessive no-shows and other inappropriate behavior.

No-shows

A no-show is defined as any scheduled trip that is not taken or not cancelled within the required time frame.

A passenger is considered a no-show in the following situations:

- the passenger does not call the MATP Scheduler by 2 p.m. of the day before their pick-up time to cancel their ride;

- The MATP Scheduler can be reached at 724-463-3235 extension 25, or toll-free at 1-888-526-6060 extension 25.
- the passenger is not present at the designated pick-up site when the driver arrives.

A passenger who accumulates three (3) no-shows within a thirty (30) day period may be suspended from the MATP for 30 days. The passenger will receive notice from our office after each of the three no-shows. The notices for the no-shows will be written. If the passenger is determined to have three (3) documented no-shows within a thirty (30) day period, the passenger may receive a PA Department of Public Welfare Written Notice form indicating a suspension of services. The form will denote the reason for suspension, the effective date of the suspension and instructions on how to appeal the suspension. The Written Notice will be mailed to the passenger at least ten (10) days prior to the suspension. Please note that passengers that are suspended from the MATP may seek transportation services from the County Assistance Office.

Inappropriate behavior

A passenger may be suspended from the MATP for inappropriate behavior. Inappropriate behavior includes but is not limited to:

- loud, boisterous and/or obscene 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, the passenger will receive a written warning stating that transportation services are in danger of being suspended.

- Upon notice of the second offense, the passenger will receive a Written Notice that services will be suspended for a period of fifteen (15) days, beginning ten (10) days after the date on the form **or** until the passenger has an escort ride along during the period of suspension. Should inappropriate behavior continue during the period when the escort is present or after return from the 15 day suspension, the passenger will receive notice of a third offense.
- Upon notice of the third offense, the passenger will receive a Written Notice that services will be suspended for a period of thirty (30) days, beginning 10 days after the date on the form.

If after 30 days the passenger wants to re-enter the MATP, the passenger **must** have an escort ride along for every trip thereafter. Should inappropriate behavior continue when an escort is present, the consumer may be denied transportation services through the Indiana County MATP.

NOTE: Indiana County MATP may deviate from any of the above order of outlined inappropriate behavior steps given the severity of the offense. Inappropriate behavior that threatens the safety of fellow passengers and drivers may result in immediate termination from the MATP.

H. THE 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 the MATP Office staff. They will send a complaint form to you and ask that you return it within five business days to the MATP program offices at 300 Indian Springs Road , Suite 203, Indiana, PA 15701. After they receive it, they will contact you within two days to discuss the complaint. Within five days, they will send you a written response to you and any other person involved.

If you are still not satisfied, you should send a written request to have the Director of the Department of Human Services review the situation and action. Within five days, the Director will issue a final response.

If you are not satisfied with the second response, the complaint will be forwarded to the PA Department of Public Welfare's Office of Medical Assistance.

I. APPEAL PROCESS

We are required to give you a written notice if we deny your request for MATP transportation or for mileage reimbursement. We are also required to give you written notice in advance if we plan to reduce or change your services or suspend you from the program for any length of time. The notice will tell you the reasons for our action, when the action will go into effect, and your rights to appeal from the action.

You can get free legal assistance if you need help with an appeal. If you need help with an appeal you can call Laurel Legal Services at (724) 349-3440 or (800) 660-1753 or the Pennsylvania Health Law Project at 1-800-274-3258.

J. OTHER MEDICAL TRANSPORTATION RESOURCES

If we are not able to meet your medical transportation needs, you will be referred to your caseworker at the local County Assistance Office (CAO).

**You must notify the MATP Office
immediately if your name, address,
telephone number, Medical Assistance
number, and/or Medical Assistance
eligibility status changes.**

IMPORTANT PHONE NUMBERS:

Indiana County MATP OFFICE:

724-463-3235 Extension 5
1-888-526-6060 Extension 5
TDD/TYY: 724-465-3805

MATP SCHEDULER

724-463-3235 Extension 25
1-888-526-6060 Extension 25