



WELCOME TO THE MEDICAL ASSISTANCE TRANSPORTATION PROGRAM (MATP)

*Office Hours: 8:00 am – 4:00 pm
Monday – Friday*

A. WHAT IS MATP?

The Medical Assistance Transportation Program (MATP) is a transportation service available to Medical Assistance consumers in Blair County. This Program is funded by the Pennsylvania Department of Human Services. In Blair County, the MATP is managed by Blair Senior Services, Inc.

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 will meet your needs.

You can use MATP services to go to medical appointments or to get to any service Medical Assistance pays for. These 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.

Eligibility Requirements

Before services can be provided under the MATP, the following requirements must be met:

1. Applicant must be eligible for Medical Assistance and display a current MA card.
2. Applicant must be a permanent or temporary resident of Blair County.
3. Applicant must complete and sign an eligibility form for program registration.
4. Applicant must have a need for transportation assistance to receive an MA service.

You cannot use MATP:

- For emergency ambulance transportation.
- For non-medical trips, such as grocery shopping or for social activities.
- To obtain medical care that is not covered by Medical Assistance.
- For trips of less than ¼ mile unless the consumer is unable to walk that distance.
- For litter (stretcher), door through door or attendant required transportation.

B. HOW TO CONTACT US

Blair Senior Services, Inc. is located at 1320 12th Avenue, Altoona, PA 16601. You may contact our office by phone for specific MATP services as follows:

For: Registration /or Re-certification
Out of County Transportation - All Types
In-County Transportation – All Types (except Van Services)

Call: **814-695-3500** or **1-800-458-5552**
TTY-TTD **1-800-783-7067**
FAX **696-6314**

Our regular office hours are Monday through Friday from 8:00 a.m. to 4:00 p.m. If you call us after hours or on a weekend or holiday, you will be able to leave a message on our voicemail and we will return your call on the next business day. Our voicemail will also tell you what to do if you need urgent care transportation (see p.4) 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:

In-County Mileage Reimbursement- 814-695-3500 or 1-800-458-5552

If you have a car available, 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 12 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. We will send you a form to complete 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. We will reimburse you within 2 weeks after submission of the required documentation.

Public Transit 814-695-3500 or 1-800-458-5552

Public transportation must be used instead of van transportation when all of the following conditions are met:

- ✓ Consumer is physically and mentally capable.
- ✓ Consumer lives within three blocks (1/4 mile) from a bus stop.
- ✓ Destination is within three blocks (1/4 mile) from a bus stop.

Public Transit continued

AMTRAN bus tickets will be provided to individuals as follows:

1. Advance notice of each visit must be made to MATP Coordinator at this agency.
2. A bus ticket request form must be completed and submitted at which time bus tickets will be provided at this office or by mail. A copy of the request form will be given to the consumer.
3. The copy of the request form must be returned with written verification that the appointments were kept. No future tickets will be distributed to a client until documentation is returned.

Van Transportation In-County 695-3500 or 1-800-458-5552

Reservations can be made 1 to 14 days in advance. If you are only giving a one-day notice, please call by 2:00pm, if possible. Transportation may be limited to service times.

Car seats are not provided.

Cancellations must be made prior to your pick up time. Canceling when the van arrives is NOT acceptable. Notify the transportation department as soon as possible after canceling an appointment.

Note: Transportation may be limited due to defined MATP service times.

Out of County Transportation 814-695-3500 or 1-800-458-5552

Consumers who travel to appointments by automobile can be reimbursed 12 cents per mile and for necessary parking fees and tolls.

If an individual does not have access to a vehicle to travel outside of Blair County, this agency can assist with arranging an alternate means of transportation such as a bus, train, or private van service. A need assessment will be used to determine the most appropriate means of transportation. Any unavailable service requests will be referred to the County Assistance Office. Transportation may be limited to service area.

The specific requirements for out-of-county travel are as follows:

1. Written notification of an appointment must be submitted in advance to this office that includes the appointment date, time, and location.
2. A referral from a Blair County physician or PCP is required.
3. All reimbursement requests must be submitted with written documentation showing proof of service. Valid receipts of all parking, tolls or other approved transportation expenses must be attached in order to reimburse the cost. A separate form must be submitted for each person receiving service. The deadline for submission is 45 days from the date of service.

Reimbursement checks will be issued within 14 days upon receipt of all proper documentation.

Note: Transportation may be limited due to defined MATP service times.

D. TRANSPORTATION ACCESS STANDARDS.

The Grantee assures that transportation is available only to get consumers to and from Qualified Medicaid enrolled providers of their choice who are generally available and used by other members of the community or locality in which the consumer is located.

Pharmacy Providers – Grantees shall only provide transportation 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 the prescription was provided at the office visit and is being filled in route from the prescribing physician’s office).

Methadone Treatment – Grantees shall only provide transportation to methadone treatment up to the closest in-network.

E. 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 (1) day in advance to arrange a ride.

You can call us up to 14 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, such as: 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 that 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.

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 driver. Please be ready ahead of time. Our 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. Our policy is to drop you off at your provider’s office no more than one (1) hour before your scheduled appointment, and to pick you up no later than one (1) hour after your appointment is finished. If we do not meet these timelines and you are kept waiting, you should call us at 695-3500 to report the problem and to see if alternative arrangements can be made.

Scheduling a Ride continued

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 urgent care requests and will make every effort to help you get to the medical care you need. If you need transportation for an urgent care matter, you should call MATP immediately.

Urgent Care Requests During Regular Business Hours

If you have an urgent care request during regular business hours and do not have access to a private vehicle, you can contact the MATP Coordinator at (814) 695-3500 to arrange transportation. All urgent care requests must be confirmed by your Primary Care Provider or Insurance.

Urgent Care Requests After Regular Business Hours

If you have an urgent care request after regular business hours and **DO NOT HAVE ACCESS TO A PRIVATE VEHICLE, PLEASE CALL (814) 946-1235 OR 1-800-245-3282**. Please follow the voicemail instructions for urgent care requests. Your Primary Care Provider or Insurance must confirm all urgent care requests.

Three Hour Window

We shall coordinate valid requests for urgent care transport during normal business hours within three (3) hours of the request.

The standard does not apply to after-hours service, weekends or hospital discharges.

F. ESCORT POLICY

You may bring someone with you as an escort at no 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 any assistance due to age, illness, physical or mental disability.
- If you do not speak English, you can bring someone with you to interpret.

Escorts will be permitted in order to ensure the safety and well being of the consumer when the consumer is physically or mentally incapable of traveling alone, or when the effects of medical treatment may cause temporary incapacity. Infants and toddlers are not acceptable as escorts. Upon making a reservation, you must notify the Transportation department if you will be accompanied by an escort. One escort per consumer is permitted. Children under the age 16 must have an escort. Documentation from the medical provider stating that an escort is required may be requested for consumers age 16 and older. Escorts cannot be provided by the MATP.

G. SANCTION POLICY

Under the provisions set forth by the Department of Human Services for Medical Assistance Transportation Program providers, Blair Senior Services, Inc. has the right to sanction consumers who have failed to comply with the Agency's program instructions, rules and requirements. In addition to non-compliance, instances which would warrant action under this policy will include, but are not limited to:

- Abuse or misuse of services
- Acts of fraud or deception
- Unacceptable behavior

DEFINITION(s):

- **“Abuse or Misuse”:** Any incident whereby a consumer knowingly abuses program privileges or wrongfully uses program services. Example(s): Use of MATP provided bus vouchers to travel to/from non-medical destinations and/or exaggerating mileage and expense claims to receive a higher reimbursement.
- **“Fraud or Deception”:** Any incident whereby a consumer knowingly and willfully falsifies information or presents misstatements regarding their service request, eligibility status or need for service. Example: Falsifying a medical facility or physician’s confirmation or referral in order to receive MATP assistance.
- **“Unacceptable behavior”:** Any incident or action that jeopardizes the comfort, safety and well being of fellow consumers and agency personnel. Example: Verbal and/or physical abuse toward the driver or other passengers, or any event of a consumer prematurely exiting a MATP vehicle prior to their stop.

❖ Steps for issuing a consumer sanction will adhere to the following process:

FIRST OFFENSE	<i>Verbal Warning</i>
SECOND OFFENSE	<i>Written Warning</i>
THIRD OFFENSE	<i>Sanction (Service Reduction, Suspension or Termination)</i>

The Written Notice shall include a complete description of the instance(s) resulting in the Sanction, including specific guideline violations and the resulting penalty.

Any violation(s) will result in a first offense. The second or third offense can be any combination of instances or repeated violations.

If the consumer is being terminated or suspended from the program, the notice must specify the effective date of the action and will be sent at least fifteen (15) days prior to the effective date of the action. If the consumer appeals a termination or reduction in service and such appeal is received within fifteen (15) calendar days of the effective date, the consumer is entitled to continuing benefits pending appeal.

Copies of all notices and warnings will be forwarded to the consumer’s County Assistance Office (CAO) caseworker. Originals will be given to the consumer and copies placed in their MATP file. Any consumer who is removed from the MATP for any length of time as a result of a sanction, will be referred to the CAO for mileage reimbursement.

At any time, should it be determined by the Agency that the consumer’s behavior is such that it poses a threat to the safety or well-being of any individual, appropriate action will be immediate as a Service Reduction, Suspension or Termination without prior warning.

This process will pertain to all consumers except in cases of misuse of services. If it is determined that a consumer has knowingly misused MATP services, in addition to a sanction, the case will be referred to the **Office of Inspector General**.

H. COMPLAINT PROCESS

A complaint is an issue, dispute or objection presented by or on behalf of a consumer regarding an MATP agency, or the coverage, operations or management policies of an MATP agency other than a form a denial of services.

PROCEDURES:

Section I

In order for your complaint to be heard, you **MUST DO THE FOLLOWING:**

1. Contact the MATP Coordinator at (814) 695-3500 or 1-800-245-3282; TTY-TTD (814) 949-4856
2. If you do not have the ability to call or are unable to call during regular business hours, you may leave a message by stating the following information:
 - your name
 - phone number
 - the best time to be reached
 - the date and time of the complaint
 - the staff person (s) involved
3. If you do not have access to a phone, you may mail your complaint to the address specified in **Section II**.
4. State your reason(s) why you would like to file a complaint. All complaints must be received within (30) calendar days of the incident. After this date, the MATP reserves the right to dismiss your complaint without review.
5. You have the right to have someone file a complaint on your behalf. If someone is filing the complaint on your behalf, provide their name, address and telephone number.

During the review of your complaint, all information will be reviewed by someone other than those involved in the specific incident. We will record your complaint, investigate it, and respond to you within two (2) business days.

If the complaint is not resolved, the Agency's President will review the complaint and respond in writing within ten (10) business days.

If the complaint is still dissatisfied after at least two levels of review at the County level, the County shall forward the complaint to the Office of Medical Assistance Programs.

A copy of your complaint, the Agency resolutions and corrective action will be kept by the MATP agency. Feedback of the resolution of the consumer's complaint will be given either verbally or in written formant.

SECTION II

MATP Coordinator
Blair Senior Services, Inc.
1320 12th Avenue
Altoona PA 16601
(814) 695-3500

Transportation Program Manager
Blair Senior Services, Inc.
1320 12th Avenue
Altoona, PA 16601
(814) 695-3500

Department of Human Services
Bureau of Managed Care Operations
Division of Medical Assistance
Transportation Commonwealth Tower
303 Walnut Street, 8th Floor
Harrisburg, PA 17105

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 the action with the Department of Human Services.

If you are in need of assistance or have any questions concerning your right to appeal and a fair hearing, call or write the Blair County Board of Assistance, 1100 Green Avenue, Altoona, PA 16601, Phone: 946-7111; or contact Mid Penn Legal Services, 1107-12th Street, Altoona, PA 16601, Phone: (800) 326-9177.

You can get free legal assistance if you need help with an appeal. If you need help with an appeal you can call your local legal services office at 1-800-326-9177 or the Pennsylvania Health Law Project at 1-800-274-3258.

J. OTHER MEDICAL TRANSPORTATION RESOURCES

If we are unable to meet your medical transportation needs, you will be referred to your caseworker at the local County Assistance Office (CAO). All eligible consumers will be required to accept the most cost-efficient form of transportation that meets their needs. Any consumer who refuses such transportation will then be referred to the Blair County Assistance Office. A refusal of service by the consumer is not a denial, termination, or reduction by the MATP Program; therefore, a written notice will not be issued.