



BLAIR SENIOR SERVICES

AREA AGENCY ON AGING

1320 TWELFTH AVENUE ALTOONA, PA 16601

MAIN OFFICE
814-946-1235
1-800-245-3282

TRANSPORTATION
814-695-3500
1-800-458-5552

www.blairsenior.org

Medical Assistance Transportation Program 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 towards the driver or other passengers, or any event of a consumer prematurely exiting a MATP vehicle prior to their stop.



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❖ 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 must be sent at least ten (10) 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 ten (10) 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 committed misuse of services against the MATP, then a sanction may be imposed immediately and the case will be referred to the Office of Inspector General.