

Please keep this guide for your reference

**MEDICAL ASSISTANCE  
TRANSPORTATION PROGRAM  
(CLEARFIELD COUNTY)**

**CONSUMER PROGRAM GUIDE**

**MEDICAL ASSISTANCE TRANSPORTATION PROGRAM  
Clearfield County**

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## CONSUMER GUIDE

### \*\*\*MATP CANNOT PROVIDE TRIPS FOR EMERGENCY ROOM VISITS — MATP IS NON-EMERGENCY TRANSPORTATION\*\*\*

The Medical Assistance Transportation Program mandates the most cost-effective mode of transportation be used. If you have no means of transportation, arranged transportation may be scheduled for you. **\*Your Access card must be active on the date the service is provided to be eligible for MATP services.\***

1. **MATP is payer of last resort:**
  - a) Consumers must utilize all other services available to them prior to utilizing MATP.
  
2. **The Medical Assistance Transportation Program (MATP):**
  - a) **IS A SHARED RIDE PROGRAM:**
    - Members of a household or non-household ride together to the same medical destination areas
    - **ALL MEDICAL APPOINTMENTS PER HOUSEHOLD MUST BE COORDINATED TOGETHER AS MUCH AS POSSIBLE TO LIMIT TRANSPORTS.**
  
  - b) **Medical transportation can be provided for services that are payable by Medical Assistance insurance. Such as:**
    - therapy, tests, dental, pharmacy, medical equipment suppliers, mental health & drug, and alcohol treatments
  
  - c) **Transportation options:**
    - mileage reimbursement.
    - mass transit (bus) reimbursement.
    - arranged Para transit
  
  - d) **Report or update information:**
    - **OBTAINING A VEHICLE IN THE HOUSEHOLD OR USE OF A VEHICLE, MUST BE REPORTED TO MATP STAFF IMMEDIATELY.**
    - **Failure to report information or giving false information could result in a suspension or possibly termination for fraud and misuse of services:**
  
3. **How far can you go with MATP?**
  - a) **MATP is responsible for providing transportation services to get you to the medical care you need by:**
    - the least costly mode of transport
    - the most appropriate mode based on a Needs Assessment
  
  - b) **If you are enrolled in a Medical Assistance MCO (Managed Care Organization):**
    - transportation services can be provided for you to any medical provider within Clearfield County and by the outlined boundaries for out-of-county transports
  
  - c) **If you are in Medical Assistance fee-for-service:**
    - Transportation services can be provided for you to the provider who is closest to your home and who can meet your medical needs
    - A more distant provider may be approved if medical documentation from your doctor is provided that states the more distant provider is required to meet your needs
  
4. **Shared Ride Senior Program (SRP) with ATA:**
  - a) Senior consumers that are 65+ years of age are required to access the fixed route services first, if available. The consumer can ride free of charge
  
  - b) **Effective 7/1/14, all consumers that are ages 65 and older are REQUIRED to utilize Penn DOT Shared Ride Senior Program (SRP) through the Area Transportation Authority prior to requesting MATP services for transportation services within Clearfield County**
    - SRP - eligible for an 85% discount of the fare cost with SRP
    - Once registered for SRP, MATP will pay the remaining 15% of the fare cost, billed by ATA
    - **Consumers must enroll in MATP** so they may utilize MATP for out-of-county trips that the SRP does not provide.
  
  - c) **MATP staff will continue to schedule ALL transports for the consumer (including SRP):**
    - If ATA SRP cannot accommodate a pre-scheduled trip, they will notify MATP and the consumer
    - The consumer is to reschedule their appointment in coordination with ATA's transport schedule by asking ATA for available dates/times for transport first
    - Some exceptions may apply in regard to appointments with specialists or pre-scheduled surgeries
      - **Documentation will be required** prior to other transportation being scheduled.
  
  - d) **SRP Charges:**
    - Consumers will have **no cost to ride SRP** for eligible healthcare **except** in the following circumstances:

- The transport date/time was scheduled incorrectly by consumer
  - No MA eligible services were received
  - If a consumer does not cancel the scheduled ride **at least one hour prior to the PICK-UP time**, the trip is considered a No Show and is no longer eligible for SRP discount
    - ATA will charge the consumer for the full fare cost
    - **MATP CANNOT PAY FOR THIS CHARGE**
    - ATA will not provide additional transports until the consumer makes payment
    - **MATP is also not permitted to provide other transports through MATP in this circumstance**
  - Call or Demand service
    - If a consumer calls to schedule a same day transport (ATA's Call or Demand service) the trip is no longer considered SRP and is not eligible for the SRP discount
    - A request to make changes on the same day of a previously scheduled trip, the trip is no longer considered SRP and is not eligible for the SRP discount
    - **MATP CANNOT PAY FOR THESE CHARGES**
- e) **ATA will charge the consumer** for the full fare of the trip.
- ATA will not provide additional transports until the consumer makes payment.
  - **MATP is not permitted to provide other transports through MATP in this circumstance**
- f) **MATP will pay the 15% fare cost for eligible trips, providing consumers submit the REQUIRED written verification of services received:**
- Consumer must submit an ATA Shared Ride Senior Program Trip Report form each month for trips taken by SRP
    - The consumer should fill out their portion of the form and have the medical provider sign the form where indicated to verify an eligible MA medical service was received.
  - You may list up to (5) trips **WITHIN THE SAME MONTH** on one form
  - Trip Reports **MUST** be submitted by the **10<sup>th</sup> day** of the month following your trip month (example: July forms are to be submitted by August 10<sup>th</sup>)
  - **Failure to submit Trip Reports may result in transportation services being discontinued**
- g) **If a senior consumer refuses to register with the SRP:**
- MATP is **NOT** permitted to provide another transporter for a trip that could be accommodated by ATA's SRP

## 5. Mileage Reimbursement Request Guidelines (Private Auto)- 1<sup>ST</sup> REQUIRED MODE:

### a) \*REIMBURSEMENT CHECKS WILL ONLY BE DISBURSED WHEN THE AMOUNT REACHES \$10.00 OR MORE.

### b) MATP gas mileage reimbursement

- Rate is \$0.25 cents per mile
- Payable from the consumer's home to the medical facility and back home
- Payable for the shortest, safest route

### c) Complete a MATP Reimbursement Form.

- If the form is not complete, it will be returned to you, delaying your reimbursement payment.
- Each person must have a separate form.
- **ONLY** complete the form for one person if attending the same location on the same day.
- Complete consumer's name, physical address (and mailing, if different), phone number, recipient number, and birth date

### d) You may **NOT** claim mileage on your own form for transporting another consumer

- Once enrolled in MATP, the consumer may request their own mileage reimbursement
- **ONLY** one person may be reimbursed if going to appointments on the same day and at the same location
  - Including those living in the same household OR separate households
  - Appointments should be coordinated to limit trips
- If the driver of the vehicle is enrolled in MATP and going to appointments, he/she will be the **primary reimbursement recipient of everyone in the vehicle**
- Other passengers requesting reimbursement for same dates and same locations will be denied
- Consumers claiming mileage for the same trips may be terminated from MATP for misuse of services

### e) Complete the following sections:

- Date of appointment, time of appointment, full name of medical provider and the town, hospital department, if applicable, client signature and date
- **ONLY the Medical Provider should sign in the space designated for their verification. DO NOT sign another person's name or initial in this space**
  - This is forgery (fraud) and may result in termination from MATP service
  - Fraud is required to be reported to the Office of Inspector General for investigation and possible prosecution
  - If a medical provider signature is not obtained at the time of the appointment, you may request a printout of service dates or a written statement on the provider's letterhead and attach it to the form
  - A date of service printout is required for some specific medical providers

**f) List mileage one-way.**

- Mileage will be calculated as a round trip when processed, if applicable
- Mileage will be reimbursed for appointments in conjunction with each other as a whole –not round trip for each
  - Example: From consumer home to first medical appointment / from first appointment to second appointment / from second appointment back to home
- **Appointments should be scheduled in conjunction with each other as much as possible**

**g) Pharmacy trips should be made in conjunction with appointments as much as possible.**

- In most cases prescriptions can be filled on your way home
- **If delivery service is available, you should attempt to utilize this service first**
- Transportation services will only be made to one of the two closest pharmacies to your home **or** if you attend daily medical appointments, the closest pharmacy to your doctor's office
  - **If the pharmacy closest to your home would require traveling in the opposite direction of your medical providers, etc. – mileage will only be paid to one closest to the medical provider**
- If you are by-passing the pharmacy on the same day of a scheduled medical appointment, a second trip to the pharmacy will not be reimbursed
- If a more distant pharmacy is necessary, a written statement, on letterhead, with an explanation will be required from local pharmacies that are not able to provide a requested service for you

**h) Excessive mileage**

- Will be verified through an internet map service. These sites are used as a guideline in determining accurate mileage
- MATP staff may adjust mileage if determined to be excessive

**i) List appointments for each month on separate mileage reimbursement forms**

- Example: January trips on one form, start a new form for February trips and so on

**j) ALL TRIPS for each month MUST be submitted by the 10th day of the following month(Effective 10-1-2017)**

- Example: July trips must be submitted by August 10th of the same year and so on
- **REIMBURSEMENT PAYMENTS WILL NOT BE MADE FOR LATE FORMS**

**REIMBURSEMENT REQUEST SUBMISSION SCHEDULE:**

TRIP MONTH:	SUBMIT FORMS NO LATER THAN:	TRIP MONTH:	SUBMIT FORMS NO LATER THAN:
July	August 10	January	February 10
August	September 10	February	March 10
September	October 10	March	April 10
October	November 10	April	May 10
November	December 10	May	June 10
December	January 10	June	July 10

**k) Reimbursement checks are mailed every other Friday**

- Inquiries about checks may be made after 10 business days from the date you feel it should have been mailed
- Checks cannot be reissued until after 10 business days
- **Some delays may occur for uncontrollable circumstances**

**l) Reimbursement will not be paid for trips that were originally scheduled as a Para transit which resulted in a "No Show"**

**6. Bus Reimbursement -Fixed Route (under age 65 only/Seniors ride free) 2<sup>ND</sup> REQUIRED MODE:**

- REIMBURSEMENT CHECKS WILL ONLY BE DISBURSED WHEN THE AMOUNT REACHES \$10.00 OR MORE**
- Complete a MATP Reimbursement Form
- Have the form signed by the medical provider verifying an MA service was received
- Obtain a receipt from the bus driver and submit it with the completed reimbursement form
- Reimbursement will not be made without both
- Pre-approved escort fare may also be reimbursed**

**7. Arranged Transportation Guidelines (Para transit/ i.e. Health Ride) 3<sup>RD</sup> MODE ASSESSED:**

**\*\*\*3<sup>RD</sup> MODE REQUIRED FOR SENIORS 65+: SEE SECTION #4 -SHARED RIDE SENIOR PROGRAM)**

- An Assessment of Needs will be made to determine the appropriate and least costly transportation mode
  - MATP may provide arranged transportation for you if you have no other means of transportation available to you
  - Documentation may be required
- Once enrolled in MATP:**
  - Call MATP up to (1) month in advance, but no later than 72-business hours (3 business days) **before** the appointment date to schedule transportation
  - Appointments that are on-going every week, may be scheduled a month at a time
  - **Effective 7/1/11, calls received after 3:30 p.m. will be considered the next business day**

**c) If you have scheduled transportation for a surgery appointment without a time,**

- Call the transporter with the scheduled time by **6:00 p.m.** the day **PRIOR** to the trip
- If **no time is given by 6:00 p.m.**, transportation arrangements **will be cancelled**

**d) Holiday closings are NOT a business day**

- Please refer to the Holiday List in this packet
- Allow extra days in advance to schedule your appointments
- Transportation schedules are sent to the transportation providers earlier

**e) Scheduling Transportation: (Be certain of dates and times before calling to schedule)**

- Have **ALL** information available when calling:
  - Your full name **or** the full name for whom the appointment is for
  - Your phone number (Agency does **NOT** have caller ID)
  - Appointment dates (Example: "August 1<sup>st</sup>"; **do not** say "next Monday")
  - Appointment times
  - Name of the Medical Provider (the medical facility **and** with spelling of doctor's name)
    - If for hospital testing: what department
  - Address/phone number of the Medical Provider
  - State if you have an escort to go with you to the appointment – documentation may be required
  - State special needs that you have so that we may set up the appropriate transportation
    - Wheelchair, walker, cane oxygen, etc. (documentation may be required)
- Without complete information, transports cannot be scheduled, and you risk not receiving transportation
- MATP staff will call to confirm your transportation has been scheduled
  - Appointment information is read back to you.
  - If incorrect, make the necessary changes at that time.
  - **\*If you do not receive a medical service on the date, you scheduled transportation, payment cannot be made to the transporter you may be responsible for this payment**

**f) Pick up times**

- The transporter will contact you normally the day prior to your appointment
- **If you have not heard from the transporter the day before your appointment by 3:30 pm contact them to ask for a pick up time**

**g) Be ready at least 15 minutes prior to the pickup time**

- You must be ready when the vendor arrives
- They are not required to wait, honk the horn, knock on your door, or call upon arrival
  - It's your responsibility to watch for them and be ready to board the vehicle
- The vendor may:
  - **drop you off 2.5 hours before your appointment**
  - **pick you up no later than 2.5 hours after your appointment ends**

**h) Trip Report**

- The driver will give you a Trip Report form to complete and sign
- Have the medical provider also sign the form, verifying a MA medical service was received.
- Return the signed form to the driver
- You will **not** need to complete a separate MATP Reimbursement form
- If the trip is one-way, you must return the form to the vendor that transported you or mail the form to Central PA Community Action
- Failure to submit the Trip Report **within seven days after the trip**, transportation services may be denied until the form is received
- Payment for your transportation cannot be paid until the form is received

**8. Urgent Care**

**a)** Is **NOT** for emergency needs - Call 911

**b)** Urgent Care transport includes:

- Discharges from a hospital
- The medical provider states the necessity to see you **within 24-hours** to prevent a more serious condition and/or hospitalization
- **This does not include premade appointments that were not scheduled for transportation in adequate time**

**c)** To schedule Urgent Care transportation **during normal business hours:**

- Call your MATP scheduling staff person to arrange transportation
- The medical provider **MUST** call MATP staff to confirm the medical urgency
- Valid requests for Urgent Care transport will be set up within 3-hours of consumer requests. This standard does not apply to after-hours service, weekends, or hospital discharges.
- **If you cannot reach MATP staff, call our toll-free number 1-800-822-2610 and press "0" for the receptionist to have staff paged for Urgent Care**

- d) To schedule Urgent Care transportation **after hours and on weekends or holidays:**
- Health Ride has been preauthorized to provide Urgent Care transportation after normal business hours
  - The medical provider **MUST** call **Health Ride's answering service directly to confirm the medical urgency (before and after business hrs. of 7:00 a.m.-5:30 p.m. call 1-800-827-7792).** Transportation will not be provided without the medical provider's confirmation.
  - You may also need to contact Health Ride with address information, etc.

**9. Canceling transportation: (DO NOT CANCEL WITH THE VAN DRIVER)**

- a) **Canceling (1) day prior or on the day of your scheduled transport, PLEASE contact the transportation company OFFICE no later than 1-hour prior to the pick-up time (this includes return home pickups also)**
- b) **Canceling (2) days or more prior to the day of your scheduled appointment, PLEASE contact MATP staff to cancel. The transporters will not have your transport schedule yet**
- c) **Phone numbers for all subcontracted transportation providers are listed in this packet. If you do not cancel properly, it will be a NO SHOW**
- d) **Excessive No Shows, Suspensions and/or Cancellations, may result in a change of services to mileage reimbursement only or a possible termination from MATP for misuse of services or non-compliance of program policies. (\*added 8/2/12)**

**10. Escort Policy:**

- a) You may bring someone to ride with you at no cost to you in the following situations:
- If you are under 18 (encouraged);
  - If you cannot travel independently, or you need assistance due to age, illness, physical or mental disability (documentation may be required)
  - If you do not speak English and you need someone with you to interpret.
  - Other situations will be assessed on a case-by-case basis
- b) **(Effective 10/1/14)** When an escort is requested and approved to ride with a consumer for transport and the escort is not present at the time of pickup at the consumer's home,
- The transport will be refused for safety purposes
  - The transport will be considered a no show

**12. No Show / Call Ahead Policy:**

Clearfield County MATP has the right and responsibility to reduce services for excessive no-shows and other inappropriate behavior.

**No SHOWS:**

- A warning letter for each no-show offense will be mailed to you
- **Disputes of a notice received must be made within 10 days after the date of the notice**
- **After the 10<sup>th</sup> day, the agency's action stands as noted and will NOT be changed**
- Documentation of an emergency for no shows will be required to waive a no show

**CALL AHEAD POLICY:**

You must call the day before your scheduled appointment to (814) 765-1551 extension 1195 no later than 2:00 pm to confirm you are keeping your appointment. If you fail to call later than 2:00 pm your appointment will be cancelled without notification.

After an assessment you will be assigned one of the three options below:

- **Any No Shows starting November 1, 2016, will result in a change in the way you schedule your appointments:**
  - 1) Scheduling appointments one week at a time or one appointment at a time:
  - 2) Calling the day before your scheduled appointment to confirm you are keeping that appointment (the Call Ahead Policy).
  - 3) Your mode of transportation will be reduced to mileage/bus reimbursement for an undetermined amount of time.

**Further noncompliance of these (3) options a warning letter will be sent.**

**1<sup>st</sup> No show a warning letter will be sent**

**2<sup>nd</sup> No Show within 90-day period a letter will be sent, and you will go on the Call Ahead Policy for 30 days**

**3<sup>rd</sup> No Show within 90-day period a letter will be sent, and you will go on the Call Ahead Policy for 60 days**

**Upon the next no show within a 90-day period a warning letter will be sent, and your mode of transportation will be reduced to mileage/bus reimbursement for an undetermined amount of time.**

**13. Sanction Policy:**

Clearfield County MATP has the right and responsibility to reduce services or sanction passengers.

**a) Reduction of services or termination from MATP services may result from the following (but not limited to):**

- fraud or misuse of services
- giving false household information
- giving false medical appointment information
- withholding information
- inappropriate behavior

**b) Inappropriate behavior:**

- A consumer may be suspended from the MATP for inappropriate behavior.
- Transportation services may be stopped for at least 15 days, depending on the severity of the offense.
- Inappropriate behavior includes but is not limited to:
  - loud, boisterous and/or obscene or offensive language.
  - disruptive behavior or any behavior that jeopardizes safety of any occupant of the vehicle or anyone in the MATP office
  - 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.
  - theft or damage of personal property belonging to other passengers, drivers, or staff.

**c) If a suspension occurs for inappropriate behavior, the following will occur (depending on the severity of the offense):**

- 1st offense:
  - Consumer will receive a written warning that transportation services are in danger of being suspended.
- 2nd offense:
  - Consumer will receive a Written Notice that services will be suspended for at least (15) days, beginning (10) days after the date on the form
  - **Or** until an escort can ride along during the suspension (unless mileage reimbursement is enforced)
  - Should inappropriate behavior continue with an escort present or after reinstatement, the consumer will receive a third offense notice
- 3rd offense:
  - Consumer will receive a Written Notice that services will be suspended for a period of at least (30) days, beginning 10 days after the date on the form.
  - If after 30 days the passenger wishes to be reinstated in MATP, the consumer **must** have an escort ride along for every trip thereafter unless mileage reimbursement is enforced).
  - Should inappropriate behavior continue when an escort is present, the consumer may be denied transportation services through the Clearfield County MATP.

**NOTE: Clearfield County MATP may deviate from any of the above order of outlined inappropriate behavior steps. Given the severity of the offense, immediate termination may be implemented.**

**14. Appeals Process:**

- a)** A written notice is required if your request for services is denied.
- b)** A written notice in advance is required if services are being changed or terminated.
- c)** The notice will list the reason for the denial, the effective date and your rights to appeal
- d) Free legal assistance is available if you need help with an appeal** by contacting your local legal services office
  - Mid-Penn Legal Services at 765-9646
  - Pennsylvania Health Law Project at 1-800-326-9177.

**15. Complaint Process:**

A complaint is an issue, dispute, or objection you have about our agency, the coverage, operations or policies of MATP. The following steps should be taken:

- Complaint about services, staff treatment, or about our policies and procedures:
  - Contact the MATP Transportation Supervisor
  - Complaints will be documented, and a response of resolution will be made to you verbally or written within 10 business days.
- If not satisfied with the resolution of the complaint:
  - Contact Michelle Stiner, Director of Operations & Finance at 1-800-822-2610 or send your complaint in writing to: Central PA Community Action, Inc., P.O. Box 792, Clearfield, PA 16830
  - A response will be made to you in writing within 10 business days
- If the complaint still has not been resolved:
  - The complaint will be forwarded to the Office of Medical Assistance Programs, Harrisburg.

**16. MATP Contact Information:**



**Main Office:** \*business hours: the receptionist operates switchboard 8:00 a.m. - 4:00 p.m.  
**Mailings:** Central PA Community Action, Inc.  
P.O. Box 792, 207 E. Cherry Street  
Clearfield, PA 16830  
814-765-1551 / 1-800-822-2610  
Fax: 814-765-2218 / 814-765-4306

**MATP Staff:**

**Robin H.** Transportation Supervisor  
(Ext. 1111) MATP operations, enrollments, scheduling, processing, complaints, questions, denials/sanctions, appeals & reports

**Shirley** Transportation Scheduler  
(Ext. 1106) Enrollments, scheduler (A-L),  
(Calls after 3:30 p.m. will be considered the next business day).

**Betsy** Transportation Scheduler  
(Ext. 1101) Enrollments, scheduler (M-Z),  
(Calls after 3:30 p.m. will be considered the next business day).

**Penny** Transportation Processor  
(Ext. 1118) Enrollments, processes reimbursement payments and public invoices, data entry, back up for transportation schedulers  
(Calls after 3:30 p.m. will be considered the next business day).

**Enrollment Line** (Ext 1197) Let your name and number and we will call to enroll you.

**Call Ahead Line** (Ext 1195) No Show / Call Ahead If you have received a no-show letter you must call this extension.

**17. TRANSPORTER CONTACT INFORMATION:**

Please call the appropriate provider to cancel. You must cancel at least one-hour PRIOR TO YOUR PICK-UP TIME

- **Area Transportation Authority (ATA)**  
1-800-252-3503
- **Dufast – Dubois - 371-3940**
- **Health Ride Plus – Business hours: 7:00 a.m.-5:30 p.m.**  
1-888-661-7587 or 814-948-6510 (Press 1)  
\* To cancel transports before and after business hours Call the **On-Call Answering Service**  
at: \*1-888-661-7587 \***PRESS OPTION #3**

**SCHEDULES FOR ARRANGING TRANSPORTATION**

Please allow AT LEAST 3-business days **PRIOR** to the date of the medical appointment.

<b>OFFICE WORKDAY:</b>	<b>APPOINTMENT DAY MATP STAFF IS SCHEDULING FOR:</b>
MONDAY	THE FOLLOWING THURSDAY AND FORWARD
TUESDAY	THE FOLLOWING FRIDAY AND FORWARD
WEDNESDAY	THE FOLLOWING SATURDAY, SUNDAY, MONDAY AND FORWARD
THURSDAY	THE FOLLOWING TUESDAY AND FORWARD
FRIDAY	THE FOLLOWING WEDNESDAY AND FORWARD

**18. HOLIDAY SCHEDULE– DAYS OFFICE IS CLOSED**

**HOLIDAY SCHEDULE**

Below are Holiday Observance days that the MATP offices are closed. \*Allow additional days prior to the (3) business days notice to schedule your transportation for your medical appointments. **The dates we are closed will not be counted in the adequate 3-business day notice.**

<b>HOLIDAY OBSERVED</b>		<b>POSSIBLE EARLY CLOSINGS</b>		
Independence Day		Christmas Eve		
Labor Day		New Year's Eve		
Columbus Day		Good Friday		
Veterans Day				
Thanksgiving				
Christmas				
New Year's				
Martin Luther King				
President's Day				
Memorial Day				


**\*EARLY OFFICE CLOSINGS MAY ALSO TAKE PLACE FOR WEATHER CONDITIONS**