

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 825 Airport Road, Lemont Furnace and our phone number(s) are: 724-628-7433 and 1-800-321-RIDE

Our regular office hours are Monday through Friday from 8:00 to 4:30. 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 (refer to urgent care section) transportation 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:

- Shared ride
- Lift-equipped vans



**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, 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 fill out to tell us how far you traveled and whether you had any parking or toll costs. You must have the medical provider sign to verify that you were there. You can turn in your reimbursement request right after a trip or you can wait until the end of the month. To be reimbursed, all forms must be submitted to the FACT office within 60 days. We will reimburse you within 2 weeks.

## **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 a Medical Assistance MCO (Managed Care Organization),** we can provide or arrange transportation for you to any medical provider in this MCO region. Your MCO region includes: Fayette, Allegheny, 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.

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



## **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 1 day in advance before 2:00 p.m. to arrange a ride.

You can call us up to two weeks 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 to have 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, 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 appointment time. Our policy is to drop you off at your provider's office no more than 1 hour before your scheduled appointment, and to pick you up no later than 1 hour after your appointment is finished. If we do not meet these timelines and you are kept waiting, you should call us at 724-628-7433 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 to the medical care you need.

If you need transportation for an urgent care matter, you should call FACT immediately. We require written verification from the medical provider at the time of the trip. MATP defines urgent care as any illness or severe condition which under reasonable standards of medical practice would be diagnosed and treated within a twenty-four (24) hour period and if left untreated, could rapidly become a crisis or emergency

situation; or discharge from a hospital will be delayed until services are approved; or a member's/consumer's ability to avoid hospitalization depends upon prompt approval of services. During regular business hours call 724-628-7433 for urgent care transportation. After hours or weekends call 724-628-7433 and the answering machine will prompt you.

## **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 which must be verified by a physician.
- If you do not speak English, you can bring someone with you to interpret

## **G. SANCTION POLICY**

Fayette 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 their transportation provider at least **2 hours** prior to their scheduled appointment time to cancel their ride;
- the passenger is not present at the designated pick-up site when the driver arrives.

A passenger who accumulates two (2) no-shows within a ninety (90) day period may be suspended from the MATP for 30 days. The passenger will receive notice from our office after the first no-show. The notice of the first no-show may be verbal or written.

If the passenger is determined to have two (2) documented no-shows within a ninety (90) day

period, the passenger may receive a DPW 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 DPW 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 DPW 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 DPW 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 Fayette County MATP.

**NOTE: Fayette 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. 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 5 days.

- The Transportation Clerk or Information Specialist takes the information and types it into the complaint form or you hand write the complaint and return it to the receptionist for processing.
- The Transportation Clerk or Information Specialist provides three copies to the Operations Manager, Director and Transportation Information Specialist II.
- If the complaint is against a subcontractor, a copy of the complaint is forwarded to the manager of that company. The Transportation Manager or assigned staff will follow-up with the sub-contractor within 48 hours to obtain information regarding the incident.

- If the complaint is against a staff member, the manager will consult with the staff person to get information regarding the matter.
- If corrective action is necessary for either the sub-contractor or staff person, this information is recorded on the complaint form.
- The Director or assigned staff will write a letter to you to advise of the resolution to the matter within 5 days from the date of complaint.
- If the resolution is not satisfactory to you, you may appeal to the Director of Human and Community Services for further action. The Director will respond to you within 5 days.

If you are still not satisfied with the determination of the Director, the complaint is forwarded to the department of Medical Assistance in Harrisburg.

#### **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 your local legal services office at 724-439-3591 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).



## **Fayette Area Coordinated Transportation**



### **Consumer Welcome Brochure**

WELCOME TO THE  
MEDICAL ASSISTANCE  
TRANSPORTATION PROGRAM!  
(MATP)

#### **A. WHAT IS MATP?**

The Medical Assistance Transportation Program (MATP) is a transportation service available to Medical Assistance consumers in Fayette County. MATP is funded by the Pennsylvania Department of Public Welfare. In Fayette County the MATP Program is run by Fayette Area Coordinated Transportation.

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 includes therapies, tests, dental visits, trips to the pharmacy to get prescriptions, mental health treatment, drug & alcohol treatment, and trips to medical equipment suppliers.

**Fayette Area Coordinated Transportation**  
825 Airport Road  
Lemont Furnace PA 15456  
724-628-7433 or 1-800-321-7433