



WELCOME TO THE MEDICAL ASSISTANCE TRANSPORTATION PROGRAM (MATP)

WHAT IS MATP?

The Medical Assistance Transportation Program (MATP) is a transportation service available to Medical Assistance consumers in Forest County. MATP is funded by the Pennsylvania Department of Human Services. In Forest County, the MATP Program is run by Forest County Transportation through a contract with CATA.

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 appointments you're your doctor, dentist, psychologist or psychiatrist, drug and alcohol treatment clinics, psych rehab, or any other MA provider. You can also use MATP to go to the pharmacy for prescriptions, to the hospital for tests, or to get to medical equipment suppliers.

You cannot use MATP for:

- Emergency ambulance transportation
- Non-medical trips such as grocery shopping or social activities
- To obtain medical care that is NOT covered by Medical Assistance

HOW TO CONTACT US

Our office is located at 128 Cherry Street, Marienville, Pennsylvania 16239 and our phone numbers are 814-927-8266 or 1-800-222-1706.

Our regular office hours are Monday-Friday 7:30 AM to 4:00 PM. If you call us after hours or on the weekend or holiday, you will be able to leave a message on our answering machine and we will return your call the next business day.

WHAT MEDICAL TRANSPORTATION SERVICES DO WE PROVIDE?

Depending on where you are going, what your needs are, and the cost involved, we will provide you with transportation in one of the following ways:

- Shared van
- Lift-equipped bus
- Wheelchair accessible 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 appointments, we will provide you mileage reimbursement if it is the least costly, most appropriate service available. The MATP will not fund multiple reimbursements for consumers traveling together in one privately owned vehicle. If more than one individual is in a vehicle going to covered services, the reimbursement is the same as if only one individual was receiving services. We will reimburse you at the rate per mile as specified by DHS. We will also reimburse you for your actual parking expenses and tolls if you provide receipts showing how much you paid.

If you are eligible for mileage reimbursement and you want to request payment for a trip, you must inform the office at least one business day in advance and must fill out the forms that are given to you either in person or by mail. If there is any parking or toll cost that amount will be covered also with proof of how much you paid.

All trip forms must have the medical provider signature and verification of your appointment. Reimbursement slips can be returned in person to Forest County Transportation, 128 Cherry Street, Marienville, PA 16239 or by mail to CATA-FCT, 285 Elm Street, Oil City, PA 16301. Reimbursement forms and documentation must be received or postmarked by the 5th day of the month following the trip. Late submissions will not be paid.

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 should call us before 2:00pm at least 2 business days in advance to arrange a ride. Out-of-county and long-distance trips can be scheduled anywhere from 1 month to 5 days before the appointment date.

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 an escort to go with you, if you have any assistive devices (wheelchair, cane, walker, etc.), or if you need accessible transportation due to a temporary or permanent disability. We will arrange to get you to and from your appointment in the least costly manner 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.

HOW FAR CAN YOU GO WITH MATP?

If you have an unmet transportation need, the MATP can provide or arrange transportation to a qualified MA-enrolled provider of your choice within Forest County MATP service area. That includes appointments with your doctor, dentist, psychologist or psychiatrist, drug and alcohol treatment clinics, or any other MA provider.

Transportation to medical services that are outside of your county MATP service area must be allowed if a medical service is not available locally and/or if your doctor refers you. We provide transportation throughout Forest County and other counties including Clarion, Jefferson, Venango, Clearfield, Allegheny, Warren, Erie, Butler, Mercer, Elk, Crawford, Armstrong, McKean, Beaver and Lawrence.

Medical appointments must be scheduled between 5 AM and 5 PM in all counties except Allegheny, Erie and Butler. Appointments in these counties can only be scheduled from 9 AM to Noon due to the longer distances and travel times required to accommodate multiple passengers. Exceptions may be made if medically necessary and approved by FCT.

PHARMACY

Transportation shall only be provided to a choice of two pharmacies closest to your home or two pharmacies closest to your prescribing physician's office (if the prescription was provided during the office visit and is being filled while enroute from the prescribing physician's office).

METHADONE TREATMENT

Pennsylvania law requires that transportation only be provided to the closest in-network methadone treatment program from your home, unless you request and we grant an exception. Specific conditions for granting an exception are required by law. These are:

- Medical emergency
- Physical health
- Safety issues
- Availability of a closer clinic

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

PICK-UP AND DROP-OFF GUIDELINES

If we will be transporting you using shared ride, we ask that you call the office the day before the trip (Friday, if the trip is on a Monday) and you will be told your pick-up time. MATP requires that we pick you up no more than 15 minutes before and no later than 15 minutes after your scheduled pick-up time. That allows a 30-minute pick-up window. This means that you must be ready and waiting at least 15 minutes before your scheduled pick-up time and you must remain ready for transportation for at least 15 minutes after your scheduled pick-up time.

If the driver arrives before the scheduled pick-up time, the driver must wait until the scheduled pick-up time before leaving. Drivers arriving at the scheduled pick-up time or within 15 minutes after are not required to wait for a consumer who is not ready.

Pick-ups within the 30-minute window are considered to be on time.

ONE-HOUR RULE

MATP requires, for most appointments, that we drop you off at your medical provider's office no more than 1 hour before your scheduled appointment and we pick you up no later than 1 hour after your appointment is finished.

For appointments that require longer travel time, pick-up and drop off may exceed this 1-hour limit but cannot be greater than 2 ½ hours.

If we do not meet these timelines and you are kept waiting, you should call us at (814) 927-8266 to report the problem and to see if alternate arrangements can be made.

ESCORT POLICY

An escort is an individual who accompanies you to your appointment as an aide for physical/mental/developmental capacity or limited English proficiency. Examples of an escort include, but are not limited to, parent, guardian, or an individual who assumes parental like responsibility, or the adult child of a geriatric parent. The escort's presence is required to ensure that you or someone you are responsible for receives proper medical service/treatment or to assist in the transportation process.

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

- If you are under the age of 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. Your need must be verified by a physician.
- If you do not speak English, you can bring someone with you to interpret.

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.

To obtain services for Urgent Care appointments, contact the office immediately to arrange transportation. The office will verify with the medical provider that the appointment is urgent, then we will arrange transportation. If the appointment is called in after office hours, please leave a message with your name and phone number and someone will return your call. Arrangements will be made for your ride or you will be given mileage reimbursement forms to have someone take to you.

SANCTION POLICIES

No-Show

A no-show is defined as any scheduled trip that is not taken or not cancelled with enough time to notify the provider. You will be considered a no-show in the following situations:

- You (or someone on your behalf) do not call the office at least 2 hours prior to your scheduled pick-up time to cancel your ride
- You are not present at the designated pick-up site when the driver arrives

If you accumulate 2 no-shows within a 90-day period, you may be subject to the following:

- You will receive notice from our office after each no-show.
- The notice of the first no-show may be verbal or written with a warning that you may be asked to call into our office the day before all scheduled trips to verify it is still needed for the next day.

- After the second no-show, you will be sent a letter notifying you that you are required to call in the day before all scheduled trips for verification that the trip is needed. If no confirmation is received, the trip will be automatically cancelled. No call will be made to you that the trip has been cancelled.

INAPPROPRIATE BEHAVIOR

You may be suspended from the MATP for inappropriate behavior including but not limited to:

- Loud, boisterous, obscene, and/or offensive languages
- 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, you will receive a written warning stating that the transportation services are in danger of being reduced or terminated.
- After the second offense, you will receive a Written Notice reducing or terminating your service

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 call the office and report it. We will record your complaint, investigate it and respond to you within 5 business days.

We will call you and explain what has been decided and you will receive a written statement of everything you were told on the call.

APPEAL PROCESS

The Pennsylvania Department of Human Services requires us to give you a Written Notice if we deny your request for MATP transportation.

We are also required to give you a Written Notice in advance if we plan to reduce, change, suspend, or terminate your MATP service.

The Written Notice will tell you the reasons for our action, when the action will go into effect, and your rights to appeal these actions.

If you receive a Written Notice and wish to appeal, you must complete the proper section of the Written Notice and return it to our office within the time limits listed in the Written Notice.

IF YOU NEED HELP WITH AN APPEAL

You can call us or contact your local Pennsylvania Legal Aid Network office via PALawHELP.org or the Pennsylvania Health Law Project at (800) 274-3258.

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