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MEDICAL ASSISTANCE TRANSPORTATION PROGRAM POLICY AND PROCEDURE HANDBOOK

This MATP Policy and Procedure handbook is provided to you by Fulton County Family Partnership for your records. Before calling Family Partnership with questions regarding the MATP, please refer to this handbook. If after reviewing the policies and procedures contained in this book, you still have questions, please feel free to call us toll free at (888) 329-2376 and someone will gladly assist you. You are responsible for knowing and understanding these policies and procedures. You have signed a copy of these policies and procedures indicating that they were explained to you when you enrolled in the program.

These policies can be flexible, however, it is your responsibility to make special requests when you are scheduling a trip or submitting a mileage form. If no request is made, Fulton County Family Partnership will enforce these policies as written. This means if you have a special need, or, if for some reason you are not able to meet any of the requirements, please contact us and ask. Fulton County Family Partnership will try to meet your needs and may make exceptions to these policies, but we can always enforce the policies as written. Exceptions will be made on a case by case basis and will not apply to other individuals.

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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 Fulton County. MATP is funded by the Pennsylvania Department of Human Services. In Fulton County, the MATP Program is run by Fulton County Family Partnership.

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 (PA ACCESS card) 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.

You cannot use MATP:

- if you need emergency ambulance transportation
- for transportation to the Emergency Room
- for non-medical trips such as for grocery shopping or for social activities
- to obtain medical care that is not covered by Medical Assistance (your PA ACCESS card).
- if you are going to a pharmacy that is not one of the two closest pharmacies to your home OR not one of the two closest pharmacies to your doctor who prescribed the medicine immediately following your medical appointment.

HOW TO CONTACT US

Our office is located at: 22438 Great Cove Road, Suite 102, McConnellsburg, PA 17233, one mile north of McConnellsburg on Route 522 North, formally known as the Overly-Raker building.

Our phone numbers are: 717-485-6767 or call toll free at 1-888-329-2376

Our regular office hours are Monday through Friday from 8:00 am to 4:00 pm. 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 transportation (see urgent care transportation section) or where to call for emergency transportation.

WHAT MEDICAL TRANSPORTATION SERVICES DO WE PROVIDE?

Based on the resources and transportation available to you, our office will determine which type of transportation services will be the most cost effective. Our office has the following transportation options available.

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 current state approved rate. We will also reimburse you for your actual parking expenses and tolls if you provide receipts showing how much you paid. Please see mileage reimbursement form for more details.

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. Our office regularly pays mileage

reimbursement forms (at least monthly). We will not provide payment for trips more than 30 days old from the time that we receive the form.

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:

- Lift-equipped vans
- Taxi/Para-transit
- Shared Ride Van

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.

You can receive transportation to your choice of medical service providers within your managed care network or the closest provider under fee-for-service. Your choice of medical service providers may be limited by the prescribed service area of Fulton County's MATP. For more information on where we go please see "How to Schedule a Trip with MATP".

Pharmacy travel will be limited to your choice of two pharmacies closest to your home address or your choice of two pharmacies closest to your prescribing medical provider's office if completed following an office visit. You may be transported to a more distant pharmacy if you can provide us with medical verification that it is necessary.

Travel to a provider of medical goods will be limited to the closest provider to your home.

Medical services that are farther away may be allowed if a medical service is not available within the program limits and if your doctor refers you to these services for medical reasons.

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 closer clinic

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

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 local appointments, you must call us at least 2 business days in advance to arrange a ride. Distance trips to locations such as Pittsburg, Harrisburg, Hershey, Altoona etc require 5 business days notice. For more information please refer to "How to Schedule a Trip with MATP". **Please note that calling after the business office closes on a Friday for a Monday trip is NOT considered 2 days in advance.**

Trip distance – MATP Will not fund trips where the distance from home to a destination is less than ¼ mile.

Scheduling a ride — All trips must be scheduled a minimum of forty-eight (48) hours prior to scheduled appointment to be guaranteed. The Fulton County Family Partnership, Inc. will make every effort to schedule trips requested between forty-eight (48) and two (2) hours prior to the appointment, however, no guarantee is offered that such transportation will be available. No trips will be scheduled within two (2) hours of scheduled appointment, unless the trip is designated as urgent care by a doctor, or representative of a medical facility (see Urgent Care Transportation). Notice, MATP does not provide “Emergency Transportation”. For more information on where we go please see “How to Schedule a Trip with MATP”.

You can call us well in advance of 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 will need an escort to go with you (see escort policy), 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.**

Canceling a ride—Once a ride is scheduled, it will be the client’s responsibility to accept the ride, or to notify the Fulton County Family Partnership, Inc. office at least two (2) hours prior to the scheduled pick-up time that you need to cancel transportation. If these conditions are not met, it will be considered a no-show.

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 that 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. **You may be picked up only at your residence, or an approved medical office.** 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 717-485-6767 or 1-888-329-2376 (toll free) to report the problem and to see if alternative arrangements can be made.

You must be ready 15 minutes before to 15 minutes after your scheduled pickup time. For example, if you were given a pickup time of 8:00 am, you are required to be ready at 7:45 am and may be required to wait until 8:15 am for the driver to arrive; however, you must be in the vehicle within five (5) minutes of the vehicle arrival or it will be considered a no-show.

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 request urgent care transportation, a physician/provider may be required to provide confirmation that your care is urgent.

If you need transportation for an urgent care matter, you should call the MATP immediately. During the standard working hours of the Fulton County Family Partnership, all Urgent Care Requests will be handled directly by the Program Coordinator and/or the Transportation Director. The Program Coordinator and/or Transportation Director will immediately begin to arrange the Urgent Care Request with the first available Transport Driver. The Fulton County Family Partnership shall coordinate valid requests for urgent care transport during normal business hours within three (3) hours of the time a consumer makes a request (This standard does not apply to after business hours and weekends). If there

is a matter which may conflict with the swift delivery of the consumer's request, such as the current geographical location of the Transport Drivers, a contracted transport service will be contacted to finalize the request. The consumer will then be contacted to finalize the transportation arrangements. In the event the Program Coordinator and Transportation Director are both unavailable, another Fulton County Family Partnership staff member will coordinate the Urgent Care Request.

During non-standard working hours (after business hours and on weekends), the on-call Fulton County Family Partnership staff will be notified on the transportation cellular telephone when a consumer leaves a message on the Urgent Care voice message service. The Fulton County Family Partnership staff will then call and access the Urgent Care message service. Staff will listen to the message and obtain the caller's name and telephone number. Staff will call the consumer to verify the service and finalize the details of the transport (locations, times, etc.).

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

SANCTIONS

The Fulton County MATP Sanction Policies will ensure the appropriate use of the medical assistance funds as well as prevent fraud and abuse.

SANCTIONS FOR FRAUDULENT BEHAVIOR

Fraudulent client behavior will be subject to investigation and can result in temporary or permanent suspension of MATP benefits, in accordance with the below sanction policy.

Fraudulent behavior will include, but not be limited to:

- Falsification on the MATP application process.
- Falsification of doctor's signature. (Depending on circumstances, may result in immediate permanent suspension and will in all cases be forwarded to the Office of the Inspector General for review.)
- Falsification of mileage to be reimbursed on invoice. (Depending on circumstances, may result in immediate permanent suspension and or forwarding to the Office of the Inspector General)

SANCTIONS FOR INAPPROPRIATE PASSENGER BEHAVIOR

Inappropriate client/passenger behavior will be subject to investigation and can result in temporary or permanent suspension of MATP benefits, in accordance with the below sanction policy.

Inappropriate passenger behavior will include, but not be limited to:

- Loud, boisterous and/or obscene or offensive language.
- Disruptive behavior and/or any behavior that jeopardizes the safety of any occupants in 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 and/or administrative staff.
- Property damage or threat of damage to the vehicle and/or equipment related to the

Medical Assistance Transportation Program.

The following actions will be taken to ensure the effectiveness and efficiency of the medical assistance transportation program. A written warning will be issued to clients before any suspension with the exception of fraud, threats or actions that endanger any staff or volunteer of the program.

<u>First Offense:</u>	Written warning.
<u>Second Offense:</u>	A One (1) month suspension from medical assistance transportation program benefits.
<u>Third Offense:</u>	A three (3) month suspension from medical assistance transportation program benefits.
<u>Fourth Offense:</u>	A one (1) year suspension from medical assistance transportation program benefits.

Note: The Fulton County MATP may deviate from any of the above order of outlined steps given the severity of the offense. Any inappropriate behavior that threatens the safety of fellow passengers and drivers may result in immediate termination from the Fulton County MATP.

Consumers will receive prior notice of a suspension and have the right to appeal. The suspension can be appealed by following the Grievance/Complaint Policy.

SANCTIONS FOR EXCESSIVE NO SHOWS

If a consumer has two (2) no shows within a thirty (30) day period, the Fulton County Family Partnership shall impose a sanction requiring the consumer to reconfirm transportation details one day prior to the scheduled trip. If no confirmation is received, the trip will be automatically cancelled. The consumer will be required to make the notification confirming transportation details for all trips, for a minimum of thirty (30) days, beginning after written notification has been made. If the consumer has an additional No Show or does not reconfirm transportation details as required, the thirty (30) day sanctioning period will start over again following the written notice. If the sanctioning proves to be ineffective and the consumer continues to No Show, the Fulton County Family Partnership will seek additional sanctions, on a case by case basis, in accordance with the Standards and Guidelines set forth by the Department of Human Services.

GRIEVANCE/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 as soon as possible but no longer than 14 days.

Documentation of the complaint

All complaints must be documented. A complaint may be presented in writing, or orally either in person or by telephone, where such complaint will be transcribed to a written form and then be signed by the person initializing the complaint. All complaints must be signed with the clients name and address. Anonymous complaints will not be reviewed. Complaints shall be submitted to the MATP Coordinator, Transportation Director, or an Executive Director at the Fulton County Family Partnership, Inc.

Review of the complaint

Upon submission of a complaint, the Transportation Director shall review the circumstances surrounding the complaint. (If the Transportation Director is involved in the complaint, the Fulton County Family Partnership, Inc. Executive Director or his/her designee shall review the complaint.)

Responses to the complaint

Upon completion of the review of the complaint, the reviewer shall make a written response within 14

days. This response shall detail all findings of the review and shall provide measures for resolution and or corrective actions to be taken. Copies of this response shall be placed in the clients file, where it will remain a part of the clients record, a copy of the response shall be forwarded to the Partnership Executive Director, a copy of the response shall be delivered to the person initiating the response, and a copy shall be delivered to each person involved in the complaint.

Resolution of the complaint

If the complaint has been resolved, no further action shall be necessary. If the complaint is not resolved, the person initiating the complaint shall explain why the resolution was not satisfactory in writing, or orally to the Transportation Director who shall then transcribe the explanation to paper and submit it with the original complaint, and the response to the complaint to the Executive Director of the Fulton County Family Partnership, Inc. The Executive Director or her/his designee shall then follow steps two (2) and three (3) as listed above. If the complaint is not resolved satisfactorily at this level, the process shall be continued at the County Commissioners office.

No resolution at the county level

If the complaint is not resolved at the county level, the Department of Human Services Medical Assistance Transportation Programs in Harrisburg shall facilitate a final resolution.

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.

A consumer may appeal suspension by filing a written or oral statement to the Fulton County Family Partnership Executive Director, who will forward the complaint to the State within seventy-two (72) hours. If the consumer is still dissatisfied they then can appeal the sanctioning to the PA Department of Human Services.

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 717-264-5354 or the Pennsylvania Health Law Project at 1-800-274-3258.

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).

CLIENT'S RIGHTS AND RESPONSIBILITIES

Client's rights:

- To be treated with dignity and respect.
- To be provided services without regard to: race, sex, age, national origin, religious preference, or any other federally prohibited discrimination.
- To be given a copy of the policies and procedures.
- To follow the grievance policy, if they feel that they have been treated unfairly.

Client's responsibilities:

- To provide true and accurate information.
- To provide updated information when your situation changes (example – phone number, address, etc.)
- To understand the policies and procedures of MATP
- To ask for assistance when they do not understand any aspect of MATP
- To treat the staff of FCFP with respect and dignity.

CERTIFICATION OF RECEIPT OF MATP POLICIES AND PROCEDURES

I certify that I have been given a copy of these policies and procedures. I understand that it is my responsibility to thoroughly read, understand, and abide by these policies and procedures.

Signature

Date

Client Name Printed

Staff Signature

Date

This packet will also include the most recent versions of the following forms:

1. How to Schedule a Trip with MATP
2. Mileage Reimbursement form