

MATP

The Medical Assistance Transportation Program



WELCOME BROCHURE

Instructions & Policies



Serving the ndless Mountains

DOOR-TO-DOOR SHARED RIDES / FIXED ROUTES

www.goBeSTTransit.com 570.888.7330

WHAT IS MATP?

The Medical Assistance Transportation Program (MATP) is a transportation service available to Medical Assistance (MA) consumers throughout Pennsylvania. The Pennsylvania Department of Human Services (DHS) funds MATP.

BeST Transit offers transportation to medical care or services from a MA provider. BeST is required to provide the most cost-effective mode of transportation that will meet your needs.

You can use MATP transportation to get to any health care service that is paid for by MA. That includes appointments with your doctor, dentist, psychologist or psychiatrist, drug and alcohol treatment clinics, or any other MA provider. You can also use MATP to go to the pharmacy, medical equipment suppliers for prescriptions or to the hospital for tests.

You cannot use MATP for:

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

WHAT MEDICAL TRANSPORTATION SERVICES DO WE PROVIDE?

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

- Public fixed route service
- Shared Ride service
- Mileage Reimbursement:

(See Page 3)

If you have a car available, or if you know someone who has a car and who can take you to your medical appointment, you may be eligible for mileage reimbursement. If you are eligible, we will reimburse you per mile at a rate specified by DHS. We will also reimburse you for your actual parking expenses and tolls if you provide receipts showing how much you 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 must call at minimum 1 business day in advance by 11 a.m. to arrange a ride. You can call up to three weeks in advance.

When you call to schedule we will ask the date and time of your appointment, destination, and length of appointment (if you know). Please tell us if you have any special needs like, if you need an escort to go with you, or if you need accessible transportation due to a temporary or permanent disability. We will arrange for the most cost-effective way to get you to and from your appointment.

Please call us immediately if your appointment is rescheduled or cancelled and you no longer need a ride: 1.800.242.3484

HOW FAR CAN YOU GO WITH MATP?

BeST Transit can provide or arrange transportation to a qualified MA-enrolled provider of your choice within your county MATP's service area.

BeST TRANSIT services are available throughout Bradford, Sullivan and Tioga Counties, Monday through Friday. However, travels between Bradford/Sullivan and Tioga counties only operate Tuesday through Thursday. In addition, BeST TRANSIT also travels outside its three-county coverage on certain days of the week:

Monday: Owego, Binghamton and Coudersport

Tuesday: Scranton/Wilkes-Barre area

Wednesday: Williamsport, Danville

Thursday: Bath, Elmira

Tuesday through Thursday: Bradford or Sullivan to Tioga; Tioga to Bradford or Sullivan.

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 at the office visit and is being filled 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. 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 questions regarding the transportation options available to you, please contact our office.

ON-TIME & WAIT POLICY GUIDELINES

On-time policy

It is the goal of BEST TRANSIT to drop off passengers within 15-minutes before or pick-up within 15-minutes after the scheduled time. It is the rider's responsibility to be ready for the BEST TRANSIT bus during this time frame.

Wait policy

When the BeST TRANSIT bus arrives to pick you up at your residence, the bus driver will wait a maximum of 5 minutes for the rider. If you are going to be late you need to call at least two hours ahead of time; please call BeST TRANSIT at 570.888.7330 or 1.800.242.3484 so we can notify the driver.

ONE-HOUR RULE

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

For appointments that require longer travel times, pick-up and drop off may exceed this 1 hour limit, but cannot be greater than 2½ hours.

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. *Your need must be verified by a physician in writing.*

- 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 BeST TRANSIT immediately to arrange transportation. The office will verify with the medical provider that the appointment is urgent, and then arrange transportation. Arrangements will be made for your ride or you will be given mileage reimbursement forms to have someone take you.

No-Show

A no-show is defined as any scheduled trip that is not taken or not cancelled with enough time (2 hours) to notify the provider.

If you are a NO-SHOW you will receive a NO-SHOW sanction.

First sanction is a warning letter. If you do not have another “No Show” within the next 90 days you will be in good standing.

If you receive a 2nd “No-Show” within a 3-month period, for the next 60 days you will be required to call into the dispatch office by 10:30 a.m. before any appointment you have scheduled at BeST TRANSIT to verify that you will be going (inbound/return) to your appointment. In the event you do not call by 10:30 a.m. to verify your appointment, your trip(s) will be canceled.

Inappropriate Behavior

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

- Loud, boisterous, obscene, and/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, you will receive a written warning stating that 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 tell us. We will record your complaint, investigate it and respond to you within 10 days.

The first level of review of the circumstances will be by someone other than those involved in the action which is the subject of the complaint. The consumer will receive a written response on how the complaint will be reviewed. If the complaint is not settled, BeST Transit will identify a second-level of reviewers and notify the consumer on the process. If a consumer continues to feel dissatisfied, BeST Transit will forward the complaint to the Pennsylvania Department of Human Services/MATP.

(see APPEAL PROCESS, Page 8)

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. (See Page 8)

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.

BeST Transit offers fixed-route bus service of Bradford, Sullivan and Tioga counties. BeST Transit will make reasonable accommodations for people with disabilities. Door-to-door paratransit service is available throughout BeST Transit's service area.

HOW TO CONTACT US

Our offices are located at

**27824 Route 220
Athens, PA 18810**

Or

**2978 S. Main Street Route 15
Mansfield, PA 16933**

BeST Transit phones numbers are: (570) 888-7330; 1-800-242-3484 or 1-866-242-3484

Our regular office hours are Monday through Friday from 8 a.m. to 4:30 p.m. If you call us after hours or on a weekend or holiday.

To schedule or cancel an appointment, please talk directly to a BeST Transit staff member.