

MEDICAL ASSISTANCE TRANSPORTATION PROGRAM (MATP)

rabbittransit

415 N. Zarfoss Drive

York, PA 17404

1-800-524-2766

www.rabbittransit.org/indiana

Office Hours: 8:30AM-4:30PM Monday through Friday

Voice Mail is available 24 hours

A. WHAT IS THE MEDICAL ASSISTANCE TRANSPORTATION PROGRAM (MATP)?

The Medical Assistance Transportation Program (MATP) is a transportation service available to Medical Assistance (MA) consumers in Indiana County. MATP is funded by the Pennsylvania Department of Human Service. In Indiana County, the MATP Program is administered by rabbittransit.

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

MATP is not 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

B. HOW TO CONTACT THE MATP OFFICE

Our office is located at 415 Zarfoss Drive, York, PA and our telephone numbers are: 1-800-524-2766, TDD/TYY: PA Relay 7-1-1.

Our customer service hours are Monday through Friday, from 8:30AM to 4:30PM. If you call us after hours, you will be able to leave a message on our voice mail and we will return your call on the next business day. Our automated phone system will also tell you what to do if you need urgent care transportation (see Section E for a definition of urgent care) 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:

- Mileage reimbursement
- Public fixed route bus (through ticket reimbursement)
- Shared ride vehicle

*****ADA Accessible vehicles are 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 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, we will send you a form to fill out to tell us how far you traveled, whether you had any parking or toll costs and signed by the medical provider. All mileage sheets must be turned in by the fifth of the following month. Reimbursements that are received later than the fifth of the following month will not be paid. You can turn in your reimbursement request right after a trip or you can wait until the end of the month. We will reimburse you within a month.

PLEASE NOTE: we are required to call your medical provider to verify you had an appointment. If we find a trip that is questionable, that trip may be referred to the Inspector General for further investigation.

Mileage Reimbursement Tips:

- 1) The total round trip mileage must be recorded on the mileage reimbursement form. Please note that mileage will be verified using an Internet mapping software.
- 2) An original receipt must be provided when requesting reimbursement for parking and tolls and the amount recorded on the mileage form. Reimbursement for pharmacy trips must have original cash register receipt and prescription receipt with proof of prescribing doctor.
- 3) Submit your reimbursement request by mail or drop off at the IndiGO customer service center at the Indiana Mall.

Holidays that the MATP Office is closed*:

New Year's Day	Easter	Memorial Day
Independence Day	Labor Day	Thanksgiving Day
Christmas Day		

**Transportation may be available for life-sustaining trips only.*

- 1) You will only be reimbursed for trips starting from the date you were determined eligible by the MATP Office.
- 2) June trips must be received no later than July 10th.
- 3) We will not reimburse you for mileage when you are being directly transported by one of our providers. If you were scheduled for direct transport and turn in mileage reimbursement forms, you will not be paid until it has been confirmed that our carrier did not provide you transportation.
- 4) We will only reimburse up to the distance of the closest in network methadone clinic from your home.

When you are out of mileage reimbursement forms, you can:

- Make copies

- Call the MATP Office and forms will be mailed to you
- Pick up more forms at IndiGO customer service center

Bus Tickets

If you live on a public fixed bus route, we will provide you reimbursement tickets after you have attended your medical appointment. You will be provided a form that you will need to bring to the IndiGO customer service center or mail to the MATP office, and you will be reimbursed with additional bus tickets. If you need a bus schedule, call IndiGo (724) 465-2140.

You can stop at the IndiGO customer service center to pick up your ticket prior to the date you need it. You will need to have your medical provider sign the form verifying your appointment.

D. HOW FAR CAN YOU GO WITH MATP?

We are responsible for arranging your transportation to get you to the medical care you need. Transportation to a pharmacy shall only be provided to a choice of two pharmacies closest to the consumer's residence or two pharmacies closest to the consumer's prescribing physician's office if you had an appointment on the day of the trip.

Ride requests for medical appointments to Allegheny & Westmoreland County will take place on Tuesday, Thursday and Friday. Ride requests for Cambria County will take place on Mondays, Wednesday, and Friday. Ride requests for Clearfield and Jefferson County will take place on Wednesday and Friday. Ride requests for Armstrong County will take place on Monday and Thursday. Appointments must be scheduled between the hours of 9:00 a.m. and 3:00 p.m. The one hour rule does not apply to Allegheny, Armstrong, Cambria, Clearfield, Jefferson and Westmoreland County appointments.

E. SCHEDULING A RIDE TO AN APPOINTMENT

All Paratransit/shared ride trips are scheduled by calling IndiGO MATP. All Paratransit trips require an advance reservation. All reservations must be made by 12:00PM two business days before your appointment; however, you may request a reservation as far as one month out, if booked after the 15th of the prior month before your appointment. Medical trips may be booked one month in advance. You must call with your request by 12:00PM on Thursday for trips on Monday.

To cancel a scheduled ride, you must call IndiGO MATP at 1-877-893-3270 or (724) 801-8857 at least one hour before the scheduled pickup time. A late cancellation occurs when a customer cancels a trip less than one hour before the scheduled pick-up window. A “no show” occurs when the vehicle arrives at the pick-up location within the pick-up window, waits the required 5 minutes and the customer does not board the vehicle. However, if the incident involves a medical emergency or special circumstance, the MATP Staff may waive the no show or cancellation.

Pick Up and Drop Off Guidelines

If we will be transporting you using shared ride, you will be told in advance the approximate time and location you will be picked up by the IndiGO transportation provider. Please be ready ahead of time. The 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. The policy is to drop you off at your provider’s office no more than one hour before your scheduled appointment, and to pick you up no later than one hour after your appointment is finished. The one hour rule does not apply to Allegheny, Armstrong, Cambria, Clearfield, Jefferson and Westmoreland County appointments

Urgent Care Transportation

There is a provision within the Medical Assistance Transportation Program (MATP) for transportation for urgent care. The definition of “urgent care” includes any illness that if left untreated could become a crisis or an

emergency situation if not treated in a 24-hour period or discharge from a hospital.

If your transportation is subsidized by the MATP program and you need transportation for an urgent care matter, you should call rabbittransit immediately. Urgent care requests can be made in two ways:

- 1) A direct request from a healthcare provider to the Mobility Planning Department, or
- 2) Self-referral. In the case of self-referral, rabbittransit's Mobility Planning staff will make the appropriate contacts necessary for approval.

Once approved by rabbittransit, please contact the IndiGO Call Center at (724) 801-8857 to schedule the trip, Monday through Friday.

F. ESCORT POLICY

You may bring someone with you as an escort at no transportation 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 assistance due to age, illness, physical or mental disability. You may need to obtain a written verification from your medical provider.
- If you do not speak English, you can bring someone with you to interpret.

The MATP Office may send you instructions and a Personal Care Assistant Form to be filled out by both you and your primary care physician. This Personal Care Assistant Form is to be turned in before your next medical appointment that you need transported to. You must provide your own escort. MATP cannot provide you with an escort or pay for an escort's time. MATP can only pay for an escort's transportation to accompany you on your medical appointment.

G. NO-SHOW POLICY

MATP has the right and responsibility to sanction passengers for excessive no-shows and other inappropriate behavior.

No-shows

We will record each customer “no show” or “late cancellation” as a missed trip. Customers whose missed trips are excessive, as defined by this Policy, may have sanctions placed upon them. This policy applies to both advance reservation and subscription trips. A “no show” that occurs due to a rabbitransit or IndiGO error does not count against the customer.

DEFINITIONS

- A “no show” occurs when the vehicle arrives at the pick-up location within the pick-up window, waits the required 5 minutes and the customer does not board the vehicle.
- A late cancellation occurs when a customer cancels a trip less than one hour before the scheduled pick up window.

Code of Conduct

To make your ride as safe and enjoyable as possible, please follow these tips...

- Please do not eat, drink or smoke on the bus. The use of e-cigarettes is prohibited.
- Please do not litter on or off the bus. Many bus stop areas are on private property and could be removed.
- Be courteous. Seats next to the doors are reserved for senior citizens and riders with disabilities.

- Please give your seat to someone who needs it more than you.
- Service animals are permitted aboard the bus.
- Everyone must be behind the white line before the bus can leave.
- Please do not lean against the bus doors.
- Aisles must be kept clear of strollers, carts, packages, etc.
- Please attend to children while on the bus.
- Please do not disturb or harass other passengers. Loud and disruptive riders will be asked to hop off the bus.
- Conversations on cellular devices should not distract the driver or other passengers.
- Please enjoy audio or video devices with headphones.
- Please refrain from cursing and using profanity.
- Please dress appropriately including wearing shirts and shoes.

If a sanction is required for inappropriate behavior, the following will occur:

MATP provider will send a notice of suspension to customers in violation of this Policy. All suspensions will go into effect ten (10) calendar days from the date of the letter notifying the client of service suspension. The notice will also advise customers of the dates when the suspension begins and ends, as well as the date customers can begin to use paratransit service again. Directions on appeals will be provided with your suspension paperwork (see Section I).

NOTE: 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. THE 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 one week.

All customer complaints, commendations, and service requests shall be recorded on the Consumer Report form and given to the Customer Service department the day in which it is reported by the customer.

Unless specified differently by the customer, all customers shall receive a response to their complaint or commendation within one-week of the time the Consumer Report is filed.

We will record and maintain a database on all feedback given. Reports will be generated as required and/or requested by grantors and organizations that provide oversight.

I. APPEAL PROCESS

Anytime rabbittransit suspends or terminates a passenger's service, that passenger has the right to appeal rabbittransit's decision. All notifications will be sent in writing.

Should a passenger wish to appeal rabbittransit's decision to suspend or terminate service, the following process must be followed by the passenger and rabbittransit.

1) Upon receiving rabbittransit's notice form advising that their service will be suspended or terminated, the passenger must complete a Service Suspension/Termination Appeal Form and any MATP or HSDF appeal forms (when applicable) and return the form(s) within 7 business days. The appeal should be sent to the Executive Director of rabbittransit, rabbittransit, Attn: Executive Director, 415 Zarfoss Drive, York, PA 17404

2) If a Service Suspension/Termination Appeal Form cannot be completed within the 10 days, the passenger must call the Customer Service Staff at 1-800-524-2766 and a rabbittransit staff member will complete this form over the telephone.

3) Upon receipt of the Service Suspension/Termination Appeal Form, rabbittransit, will respond to the passenger's appeal within ten business days.

All appeals will be reviewed by the Service Suspension/Termination Review Committee. The passenger will continue to receive service while the suspension is under appeal, with the exception of issues of safety.

If service is suspended for a MATP passenger, the passenger will have service available during the appeal process.

4. If an MATP appeal is filed, there are two options.

- 1) Appeal to rabbittransit to try and the issue resolved locally, or,
- 2) You may appeal directly to the State. If you wish to do this, you can complete the form and forward it to rabbittransit or the County Human Services Department. If assistance is need in completing the appeal, the passenger can call rabbittransit at 1-800-524-2766. rabbittransit will forward the appeal to the state Bureau of hearings and Appeals within 72 hours of your request.

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).

You must notify the MATP Office immediately if your name, address, telephone number, Medical Assistance number, and/or Medical Assistance eligibility status changes.

IMPORTANT PHONE NUMBERS:

rabbittransit MATP Office

415 N. Zarfoss Drive

York, PA 17404

1-800-524-2766

www.rabbittransit.org

INDIGO SHARD RIDE RESERVATIONIST

To Schedule a Trip (8AM-4PM)

724-801-8857, or

877-893-3270

To Cancel a Trip

724-801-8860