



# Dauphin County Transition for All Aspects of MATP

May 29, 2026

# Meeting Etiquette Reminder



**Please Refrain from the use of AI. This session can not be recorded.**



**Please make sure your microphone is muted when not speaking**



**During the presentation, please feel free to add your questions in the chat window**



**During the Q&A session, please use the 'raise hand' feature to ask a question *or* continue to utilize the chat**

## VIRTUAL MEETING GUIDE



**Post Q & A**

**Raise Hand**

**Camera on/off**

**Mute (on/off)**

## Purpose



- Provide information regarding the transition of Medical Assistance Transportation Program (MATP) administration in Dauphin County to rabbittransit
- Make available a forum to further inform the public on rabbittransit resources and address any questions regarding the transition and upcoming MATP services under rabbittransit

## Hosts



### **Randie Yeager**

**Human Services  
Director of Human  
Services,  
Dauphin County**

### **April Rudick**

**Human Services  
Director of Human  
Service Initiatives,  
Dauphin County**

### **Richard Farr**

**Executive Director,  
Susquehanna Regional  
Transportation  
Authority,  
*rabbittransit***

### **Christopher Stout**

**Medical Assistance  
Transportation Program  
Supervisor, Office of  
Medical Assistance  
Programs, (OMAP)**

### **Rebekah Leiphart**

**Director, Medical  
Assistance  
Transportation Program,  
Office of Medical  
Assistance Programs,  
(OMAP)**

# STAKEHOLDER MEETING



## PURPOSE OF TODAY'S MEETING

This is a stakeholder **information-sharing** meeting.

The focus is on:



Program  
updates



Key  
information



Open  
communication



## QUESTIONS & COMMENTS

- Questions and discussion are welcomed and encouraged.
- To ensure everyone has an opportunity to participate and to remain respectful of time:



COMMENTS MAY BE LIMITED TO  
**3 MINUTES** PER SPEAKER.



Additional follow-up  
discussions can occur  
after the meeting if needed.



Randie Yeager, Human Services Director  
Dauphin County

**Dauphin County Announces Transition of Medical Assistance Transportation Program (MATP) to rabbitransit**

**FOR IMMEDIATE RELEASE**  
[Insert Date]

**HARRISBURG, PA** – The Dauphin County Commissioners today announced that the Medical Assistance Transportation Program (MATP) will transition to **rabbitransit** as the program administrator effective **July 1, 2026**.

rabbitransit will assume full responsibility for administering MATP services in Dauphin County, including eligibility processing, trip scheduling, mileage reimbursement, and coordination of transportation services.

This transition is designed to enhance coordination of transportation services across the region while maintaining reliable access to care for eligible residents. MATP provides transportation to medical appointments for individuals enrolled in Medical Assistance, using the most appropriate and cost-effective mode of transportation available.

Beginning **June 1, 2026**, current MATP consumers previously served by the Center for Community Building (CCB) will need to complete a new application with **rabbitransit** to ensure uninterrupted service. All services will be fully operated by rabbitransit beginning **July 1, 2026**. Eligible residents can apply or learn more by visiting [www.rabbitransit.org/dauphin-MATP](http://www.rabbitransit.org/dauphin-MATP) or by calling: 1-800-632-9063

There will be two virtual public stakeholder information meetings on **May 29, 2026** at 9:00 am and 1:30 pm. Meeting information can be located at [www.rabbitransit.org/dauphin-MATP](http://www.rabbitransit.org/dauphin-MATP).

Transportation services available through MATP include:

- Mileage reimbursement
- Fixed-route public transit
- Shared ride (paratransit) services

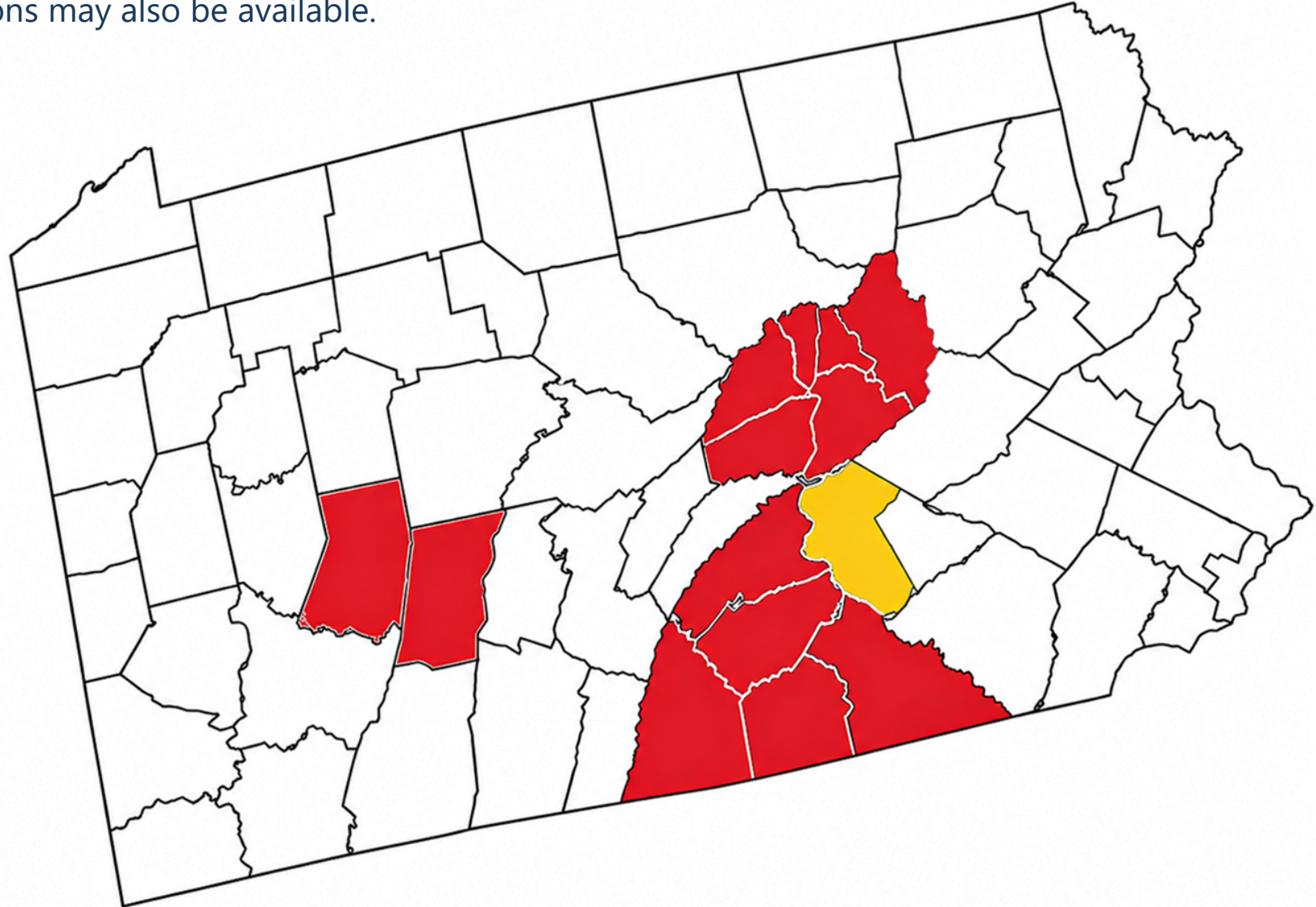
"By transitioning MATP administration to rabbitransit, Dauphin County is strengthening coordination across transportation services while continuing to prioritize access to essential healthcare," noted by the Dauphin County Board of Commissioners. "Our goal is a seamless transition with no disruption to riders."

rabbitransit currently operates shared ride and public transportation services across multiple counties in Pennsylvania and will continue working with existing transportation providers to maintain service continuity for Dauphin County residents.

For additional information about MATP services, eligibility, or the transition process, please visit [www.rabbitransit.org](http://www.rabbitransit.org)

# rabbittransit Service Area

Dauphin County residents may travel throughout Dauphin County and to any county that borders Dauphin County. Additional transportation options may also be available.



Richard Farr,  
Executive Director  
SRTA (dba rabbittransit)



# IMPLEMENTATION TIMELINE

Important Dates. Clear Steps. Stronger Community.



# How To Apply – Applications are now being accepted

Visit: [www.rabbittransit.org/MATP-Dauphin](http://www.rabbittransit.org/MATP-Dauphin)  
or [www.apply.findmyride.penndot.pa.gov](http://www.apply.findmyride.penndot.pa.gov)



**rabbittransit**  
**Application for Transportation Services**  
(Veterans Services, MATP, Persons with Disabilities (PwD), ADA, Senior Shared Ride- 60-64 / 65+, Public Full Fare)

1. Transportation services may be available at a reduced rate, if you meet any of the following criteria:

- You served in the armed services
- You are currently on Medical Assistance through the Department of Human Services
- You are a person with a disability between the ages of 18-64
- You are a person who lives along a fixed route, but due to a disability cannot access it
- You are aged 60 – 64 and live in a county serviced by rabbittransit
- You are aged 65+
- You are aged 65+

2. If you would like to apply, please complete the application for transportation services and send it with any copies of qualifying documents to the address below.

**rabbittransit**  
415 N. Zarfoss Drive  
York, PA 17404

3. Applications are processed in the order in which they are received.  
4. For ADA customers, if we have not processed your application within 21 days of receipt, you will be given presumptive eligibility until we are able to make an eligibility determination.  
5. Incomplete of missing information or documents will delay processing.  
6. Once processed, a Mobility Planner will contact you to notify you of your eligibility.

If you have any questions or need this application in an alternate format, please call **Mobility Planning at 1-800-632-9063**.

NOTE: The information provided in this application regarding your veteran status, age, disability, and county of residence will be used to determine your eligibility for shared ride transportation services under various programs including the Rural Transportation for Persons with Disabilities and Senior Shared Ride programs.

Other information within the form will be used for data collection purposes, to determine your eligibility for any additional transportation programs, and provide you with the appropriate referral service (MATP, ADA, MD/IDD). This information is kept confidential and is used only by the professionals involved in evaluating your eligibility.

Ecolume ID: \_\_\_\_\_

**Please Print**

How did you first learn about rabbittransit's paratransit system?	___ Saw a Bus
___ Hospital/Clinic Flyer	___ Senior Center
___ Friend/Family Member	___ Advertisement: (Publication)
___ Case Worker	___ Other: (Specify)
___ rabbittransit's Information Booth (Prime of Life, Expos, Mall)	

First Name: \_\_\_\_\_ Middle Name: \_\_\_\_\_ Last Name: \_\_\_\_\_  
Email: \_\_\_\_\_

PennDOT Find My Ride Apply - x +

ask Gemini

apply.findmyride.penndot.pa.gov/tes-web/public/home

An Official Pennsylvania Government Website

FMR Apply Find My Ride Apply

Home About Help Contact Us Register FMR Education

## Determine Transportation Eligibility

**Login** Powered by PA KEYSTONE LOGIN

Username:

Password:

**Login**

Not sure if you have a Keystone login or are having trouble signing in?

**Don't have an account? Register Now**

## Welcome to Find My Ride Apply

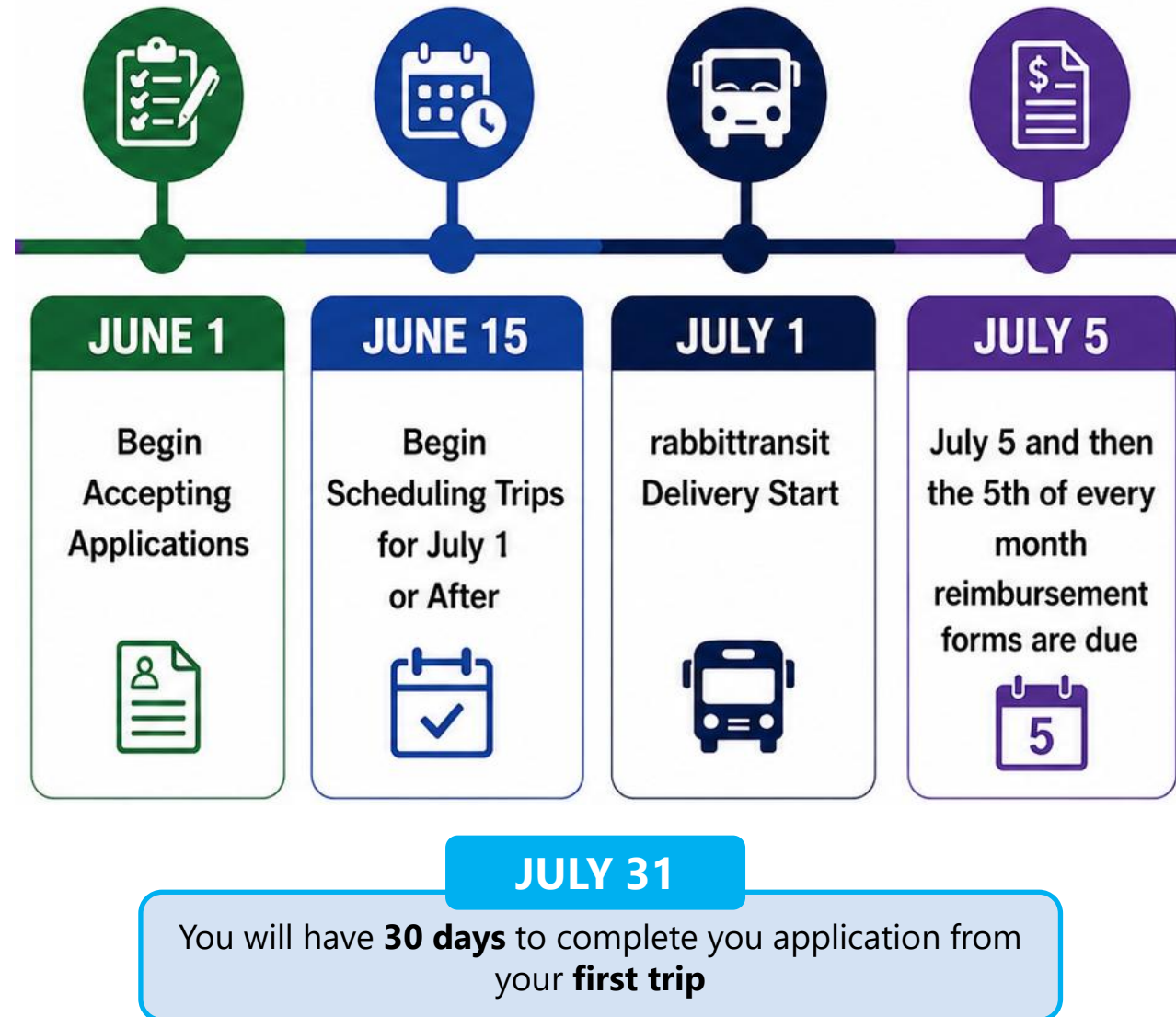
Find My Ride Apply allows you to apply directly to transportation providers across Pennsylvania that offer affordable transportation service for seniors, persons with disabilities, and people who need assistance to get to medical appointments.

**Get more information on the transportation services**

## You may be eligible for transportation assistance

If you can answer "yes" to at least one of the following questions, you likely qualify for discounted or free transportation services:

- Are you 65 years old or older?
- Do you have a disability?
- Do you have Medical Assistance?



# Mode Determination – How will I get to my appointment?

MATP requires consumers to use the “Least Costly, Most Appropriate” mode.

Mode must be:

- **Appropriate to the consumer’s medical and functional needs**
- **The least costly option that meets those needs**
- **Escort permitted**


## MATP MODE OPTIONS

*Least Costly, Most Appropriate – Based on Need*

**1**

**FIXED ROUTE  
(PUBLIC TRANSIT)**

*First choice when feasible*



**\$** Most cost-effective option


**🚶** Used when accessible and appropriate

**📍** Expected when within 1/4 mile of route

**2**

**MILEAGE  
REIMBURSEMENT**

*If consumer has access to a car*



**\$** Reimburses for use of personal vehicle


**👤** Consumer must have access to a car and be able to drive

**🛢️** Mileage rate set by the Commonwealth

**3**

**PARATRANSIT  
(SHARED RIDE)**

*When fixed route is not appropriate*



**👥** Shared ride service

**♿** For consumers who cannot use fixed route

**🕒** Advance scheduling required

**★ MODE DETERMINATION PRINCIPLE:** Choose the least costly, most appropriate mode that meets the consumer’s medical and functional needs.



**PURPOSE:** Ensure fixed-route/public transportation is used as the least costly and most appropriate transportation mode for medically compensable trips while maintaining compliance with MATP requirements, program integrity, and financial accountability.

1

## PREFERRED MODE



- ✓ Available within access standards
- ✓ Safe and reasonable for the consumer
- ✓ Appropriate for medical and functional needs
- ✓ Cost effective

Use public transportation whenever possible in accordance with MATP requirements

2

## ASSESSMENT & MODE DETERMINATION



Staff evaluate if fixed route transportation is available and appropriate by considering:

- Distance to bus stops
- Service availability
- Transfers
- Mobility, cognitive or behavioral limitations
- Safety and weather conditions
- Accessible vehicles/ accommodations
- Travel training



Generally acceptable if consumer lives within ¼ mile of a bus stop unless exception applies

**PURPOSE:** Ensure fixed-route/public transportation is used as the least costly and most appropriate transportation mode for medically compensable trips while maintaining compliance with MATP requirements, program integrity, and financial accountability.

## 3 FARE REIMBURSEMENT ELIGIBILITY



Consumers must:

- Be eligible for MATP
- Have a medically compensable trip
- Use the approved transportation mode
- Submit required documentation within timelines

Reimbursements may include:



Bus fares



Transit passes



Tokens, tickets or electronic fare media

## 4 ADVANCE FARE ASSISTANCE (COMPLIMENTARY PASSES)



If a consumer cannot initially afford transportation to a medically compensable appointment, staff will issue temporary complimentary passes.

**Staff must:**

- Document number/types of passes and dates
- Provide reimbursement log sheet and instructions
- Explain reimbursement and documentation requirements

## 5 DOCUMENTATION REQUIREMENTS



Consumers must provide written verification that the medical appointment occurred, including:

- Name of medical provider
- Appointment location
- Appointment date
- Appointment time
- Verification/signature from provider (where applicable)



**Questions on Fixed Route Reimbursement?**



Call 1-800-632-9063



Email [info@rabbittransit.org](mailto:info@rabbittransit.org)





# TRIP RESERVATIONS

Plan Ahead. Book On Time. We're Here When **You** Need Us.



**6 MONTHS  
IN ADVANCE CAN BE BOOKED**



You can schedule trips up to 6 months in advance.



**SHORTEST TIME  
1 PM BUSINESS DAY PRIOR**



The shortest notice for reservations is **1:00 PM** on the business day prior to the trip.



**URGENT CARE TRIPS**



Urgent care trips are available for same-day needs when medically necessary. Call as soon as possible.



NEED TO BOOK?

**1-800-632-9063**



# MATP COMMUNITY OUTREACH

Connecting Communities. Expanding Access. Improving Health.



**Our Mission:** Ensure all Medical Assistance (MA) members know about and can access the Medical Assistance Transportation Program (MATP).

## HOW WE REACH OUR COMMUNITY

### INFORM & EDUCATE



We share information about MATP services, how to apply, and how to schedule a ride.

### BUILD PARTNERSHIPS



We work with healthcare providers, social service agencies, community groups, and local organizations.

### ENGAGE DIVERSE COMMUNITIES



We connect with people where they live, work, worship, and receive services.

### CULTURALLY & LANGUAGE ACCESSIBLE



We provide materials and support in multiple languages and formats to meet community needs.

### PROMOTE AWARENESS



Through events, media, social media, and printed materials, we keep MATP top of mind.



**MATP HELPS PEOPLE GET TO THE CARE THEY NEED.**

*Reliable transportation.  
Better health. Stronger communities.*

### WE CONNECT WITH OUR COMMUNITY THROUGH:

- ✔ Community events & health fairs
- ✔ Provider offices & hospitals
- ✔ Faith-based organizations
- ✔ Senior centers & libraries
- ✔ Social media & local media
- ✔ Printed materials & mailings
- ✔ Presentations & workshops
- ✔ And more!



Would you like to learn more?



Call 1-800-632-9063



or email [info@rabbittransit.org](mailto:info@rabbittransit.org)





Navigation: CANCEL A RIDE, RIDER ALERTS, WHERE'S MY BUS?, CONTACT US, ESPAÑOL, LANGUAGE

Navigation: SERVICES, HOW TO RIDE, RIDER TOOLS, ACCESSIBILITY, ABOUT, JOBS, RABBITCARES

**the CARE in CAREER**  
rabbittransit is now hiring for a variety of positions. Join our team and help be the reason someone gets to where they need to go.  
[SEARCH OPEN POSITIONS](#)

**Cancel Your Ride**  
Fill out the form to request to cancel your shared ride reservation.  
[CANCEL YOUR RIDE](#)

**Buy Passes**  
Purchase transportation for Fixed Route, Express, and Paratransit/Shared Ride service.  
[SHOP NOW](#)

**Find My Ride**  
Book your shared ride/paratransit ride online!  
[LEARN MORE](#)



**THANK YOU FOR YOUR PARTICIPATION!**



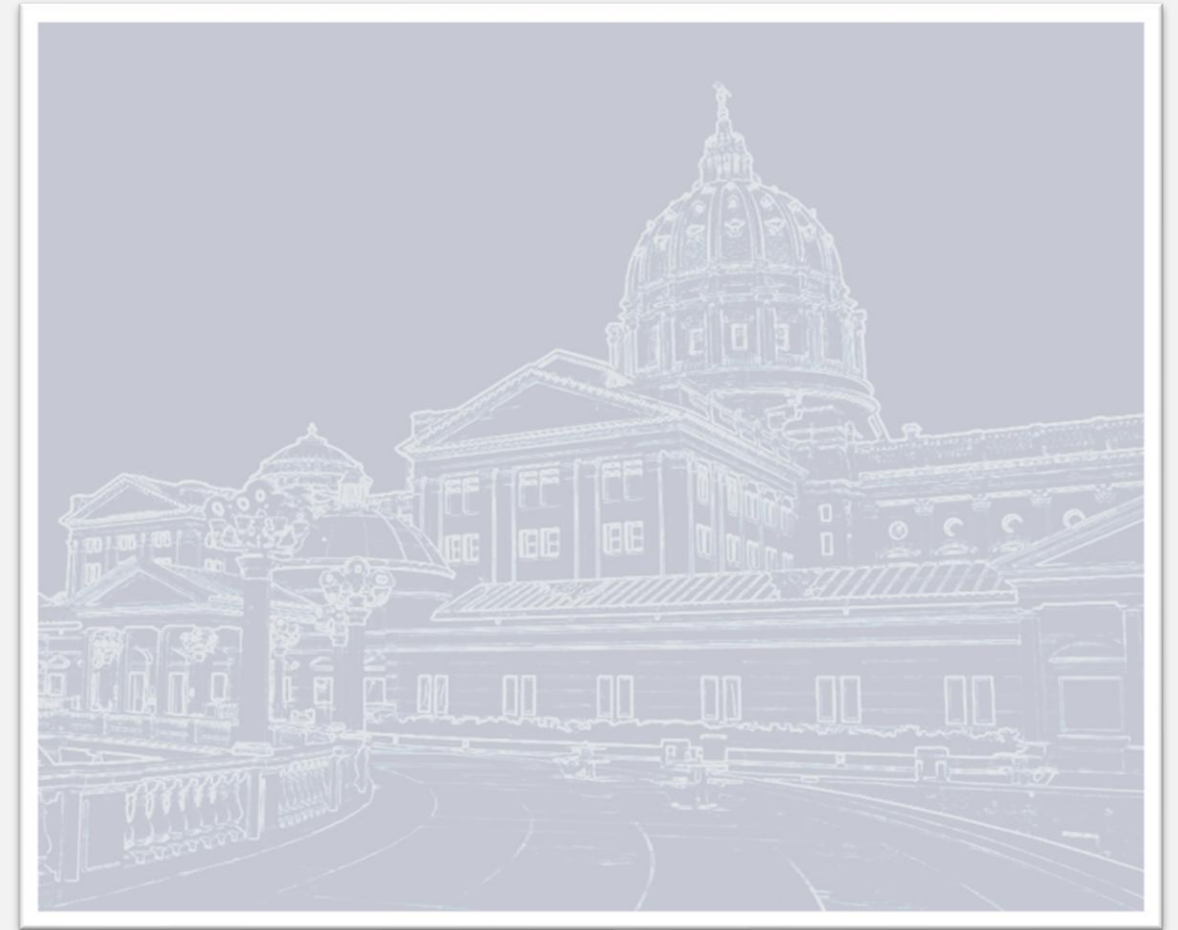
**QUESTIONS?**

*We welcome your questions and feedback!*

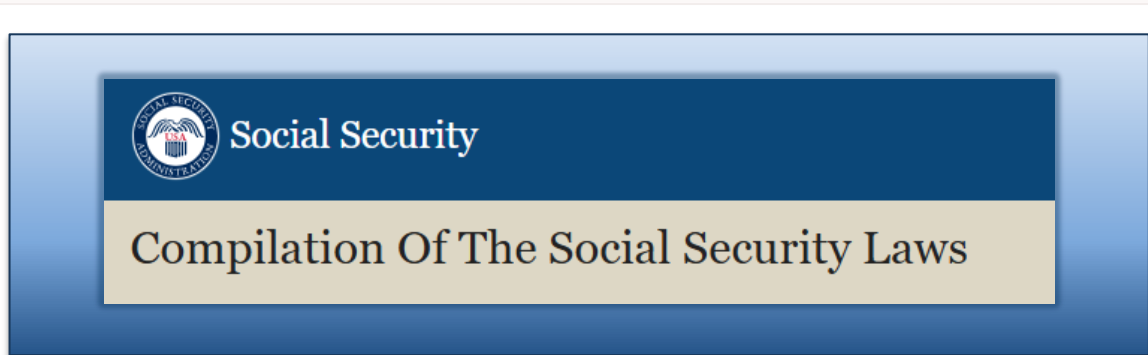
Your input helps build a stronger, healthier community.

# Medical Assistance Transportation Program (MATP) 101:

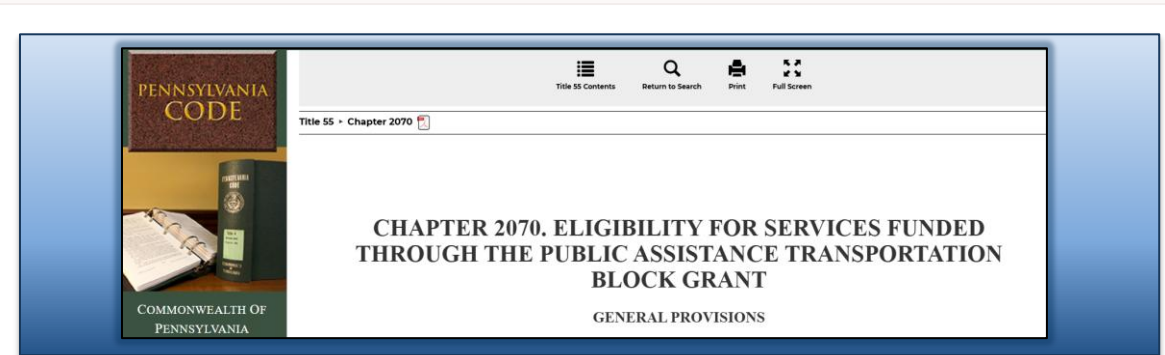
## Information and Resources for MATP



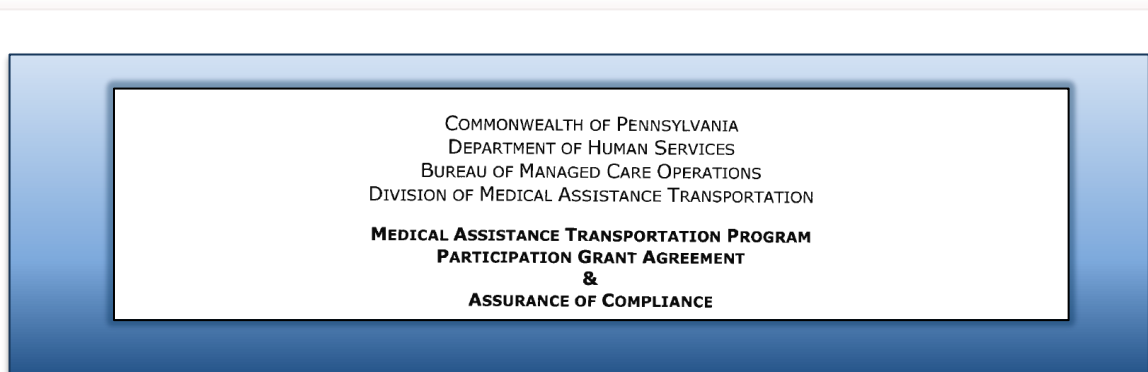
# The MATP in Pennsylvania is governed by:



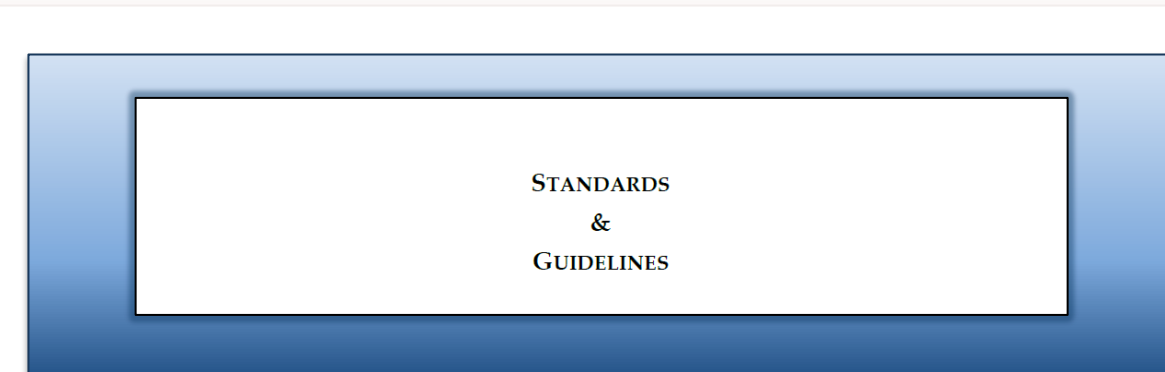
[State Plan under Title XIX of the Social Security Act](#)



[55 Pa. Code § 2070, Eligibility for Services Funded Through the Public Assistance Transportation Block Grant](#)



[MATP Grant Agreement](#)



[MATP Standards and Guidelines \(2016 S&G\)](#)

## MATP is designed to provide:

- Access to MA compensable **medical and pharmacy services**
- Access to **ongoing treatment** of chronic diseases and care management
- Access to care with individual **medical practices**
- Access to **preventative care** (equates to fewer and shorter hospital stays)



# Types of Transportation Provided

- County Government
- Sub-Contracted Entities of County Government
- Transportation Brokerage Agencies
- Local Transit Agencies



# Modes of Transportation

- Mass transit (buses, trains, subways, etc.)
- Mileage Reimbursement
- Paratransit (includes multi-modal and taxi)
- Volunteers (only available in select counties)



**To begin the registration process, the consumer should contact the MATP agency in their county to determine and complete the following:**

## Eligibility

- Most Category/Code combinations are eligible for the MATP
- Consumers 65 years of age or older are referred to the Senior Shared Ride Program (Senior Shared Ride pays 85% of the fare and MATP pays 15% of the fare)

## Application

- 30-day courtesy ride period

## Needs Assessment

## Determination of Mode



The Find My Ride Apply App allows consumers or someone acting on their behalf to apply for **free and affordable** transportation services for seniors, persons with disabilities, and people who need assistance to get to medical appointments including the **MATP, Senior Shared Ride, Americans with Disabilities Act (ADA)** and **Persons With Disabilities (PWD)** programs.

**The applications can be accessed at:**  
**[www.apply.findmyride.penndot.pa.gov](https://www.apply.findmyride.penndot.pa.gov)**



- **MATP** provides transportation to **all** MA compensable services
- **MATP must** ensure transportation is **only** to and from qualified MA-enrolled providers of the consumer's choice that are typically available within their home community
- Consumers can also access Medicare covered services if consumer is dual-eligible for MA and Medicare

**Reminder:**  
*There are a few exceptions as some services and consumers covered by Pennsylvania Medicaid are not within MATP's scope*

## Covered Services Cont.



**Hospitals & Outpatient Care:** General hospital outpatient (incl. psychiatric), Hospital discharges, Private psychiatric hospital admissions/discharges



**Substance Use and Mental Health:** Inpatient/non-hospital detox & rehab, halfway houses, methadone, Crisis intervention, peer support, targeted case management, Intensive behavioral health



**Licensed Practitioners & Clinics:** Physicians, dentists, podiatrists, chiropractors, nurse practitioners, psychologists, therapists, social workers, counselors, midwives, optometrists, Medical suppliers, labs, pharmacies, Family planning, birth centers, hospice, dialysis, ambulatory surgical centers, Rural/FQHC/primary care/drug & alcohol/rehab/psychiatric clinics



**Facility Admissions/Discharges:** Community residential, therapeutic rehab, nursing facilities, personal care homes (if routine transport not provided), VA hospitals (for MA-covered services only), urgent care transportation (same-day, after-hours, and weekend medical needs)



**Special Populations:** EPSDT providers, PPEC, School-age children (if IEP doesn't cover transport)



**Visitation/Patient Education:** Transport for parents/guardians to visit minor inpatients (under child's eligibility)



**Waiver-Funded Services:** Only if waiver does not include transportation funding

# Non-Covered Services



**Emergency & Ambulance Transport:** Emergency ambulance transportation, Non-emergency medically necessary ambulance transportation



**Non-Medical & Day Programs:** Transportation to sheltered workshops, Transportation to day care programs (including adult day care), Transportation to nonmedical services



**Services Not Covered by MA:** Transportation to any service not covered by Medical Assistance (e.g., medical marijuana dispensaries, WIC appointments)



**Facility Responsibility:** Transportation as part of inpatient treatment (facility's responsibility)



**Exceptional & Out-of-Scope Services:** Exceptional transportation service (per 55 Pa. Code 2070.4), Air travel, lodging, meals



**Escort & Special Services:** Non-medically necessary escorts for adults, Stretcher service, door-through-door service



**Visitation:** Transportation for visitation purposes for adult consumer's who are inpatient of a hospital or inpatient facility



**Unsafe Weather:** Transportation during severe inclement weather (per local policy)

- ✓ MATP provides urgent care medical services (same-day, after normal business hours, and weekend transportation).
- ✓ Urgent care medical services are defined as any illness or severe condition, which is verified by a medical professional as necessary to diagnose and treat within a 24-hour period and if left untreated, could rapidly become a crisis or emergency.
- ✓ A hospital discharge can be considered urgent care.





## Escort Requirements

- If necessary, an escort may accompany a consumer due to consumer's age, communication ability, physical, mental, cognitive and/or developmental capacity.



## Attendant Requirements

- Depending on the circumstances and known factors, the MATP may provide an attendant on the trip (this generally is provided for grouped children's transportation).



## Waiver Requirements

- In order to ensure that services are cost efficient, appropriate, and meet the needs of the consumer, the MATP may request a waiver of a MATP requirement.

# Written Notice and Appeals

- There are times when the MATP program may deny, reduce or terminate a consumer's request for transportation.
- This is provided via a **Written Notice** that details the reason for the denial, reduction or termination of the transportation request.
- The Written Notice also describes the consumer's rights for an **appeal** of the denial, reduction or termination of the transportation request.



<b>THE MEDICAL ASSISTANCE TRANSPORTATION PROGRAM (MATP) WRITTEN NOTICE FORM</b>		DATE NOTICE ISSUED: _____
		DATE AGENCY RECEIVED: _____
NAME: _____ MAID: _____		
STREET: _____		
CITY: _____ ST: _____ ZIP: _____		
<b>SECTION I - NOTICE</b>		
<b>YOUR REQUEST FOR:</b>		<b>HAS BEEN:</b>
<input type="checkbox"/> MATP Services		<input type="checkbox"/> Denied
<input type="checkbox"/> Transportation Services on: _____		<input type="checkbox"/> Suspended
<input type="checkbox"/> Mileage Reimbursement on: _____		<input type="checkbox"/> Terminated
<input type="checkbox"/> A Service Type Change		<input type="checkbox"/> Reduced
Effective _____ (15 days from issue date):		
For the Following Reason (Please provide as much detail as possible):		
_____		
_____		
The PA Code or Regulatory Citation for the basis of this decision:		
_____		
_____		
<b>SECTION II - APPEAL RIGHTS AND RESPONSIBILITIES</b>		
You have the right to appeal this decision and request a Fair Hearing through the Department of Human Services' (DHS) Bureau of Hearings and Appeals (BHA) if you disagree with the decision. The purpose of a Fair Hearing is to determine if the decision was based on a proper application of the law to your particular circumstances. You do not have the right to appeal a decision that is based on changes in Federal or State Law or Regulations which exclude you from eligibility for services or reduce the amount of services you currently receive.		
To appeal this decision and request a Fair Hearing, you must complete the reverse side of this form and then mail or hand-deliver to _____ (MATP Agency), located at _____ (Address). The form must be postmarked or hand-delivered by _____ (30 calendar days from this Notice's Issue date).		
If you are currently receiving MATP services and your form is postmarked or hand-delivered on or before _____ (10 calendar days from this Notice's Issue date), your services will be continued pending the outcome of your appeal. If your form is postmarked or hand-delivered after this date, services will be discontinued. Always Request A Date Stamp.		
If you need assistance completing this form, have questions or do understand this decision and would like to discuss the decision. You may contact the person at the MATP Agency listed in <b>Section III</b> .		
<b>SECTION III - MATP AGENCY INFORMATION</b>		
AGENCY NAME	DATE	TELEPHONE #
_____	_____	_____

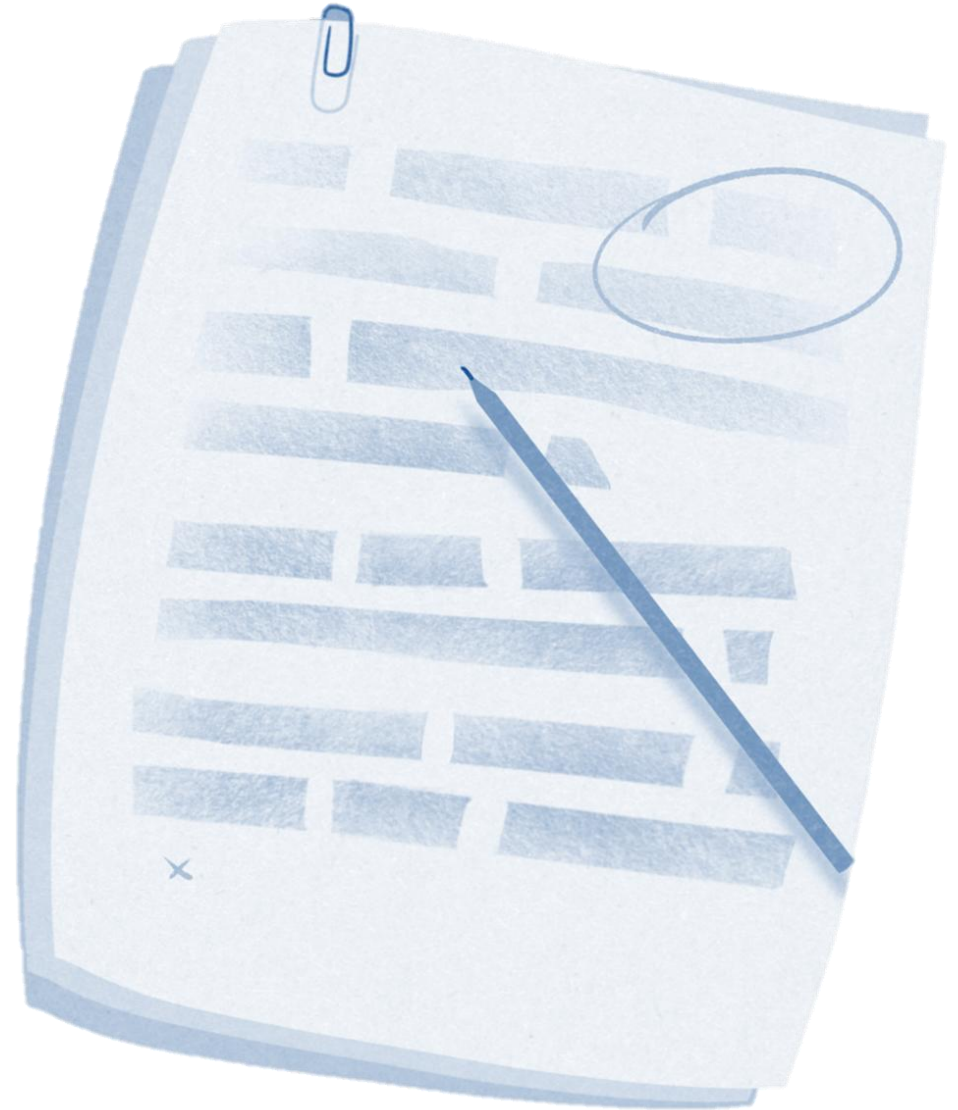
Upon request or once a need is identified, MATP administrators and agencies will make additional considerations for individuals with Limited English Proficiency:

All the below is available at no cost to the individual. Instructions for accessing these services shall be provided on MATP materials and/or the county MATP websites:



- Oral interpretation services
- Sign language interpreters
- Vital documents may be made available in alternate languages
- Alternate methods of communication for individuals who are visually or hearing impaired

- If a transportation request is outside the scope of MATP, the request is referred to the HealthChoices Managed Care Organization (MCO), Community HealthChoices MCO, or County Assistance Office (CAO) for consideration.
- If a consumer is enrolled in the Fee For Service (FFS) program, they would be directly referred to the CAO
- [Medical Assistance Transportation Program Operations Memorandum #11/2022-001](#) outlines this process.





**Do you have any additional questions *or* comments about today's session?**

## Contact Information

Email us with any suggestions or questions



**rabbittransit**

**[info@rabbittransit.org](mailto:info@rabbittransit.org)**

**1-800-632-9063**

**[www.rabbittransit.org](http://www.rabbittransit.org)**



**DHS MATP**

**[RA-matp@pa.gov](mailto:RA-matp@pa.gov)**



**Dauphin County**

**[arudick@dauphincounty.gov](mailto:arudick@dauphincounty.gov)**

