

Welcome to the Montgomery County Medical Assistance Transportation Program!

What is the MATP?

The Medical Assistance Transportation Program (MATP) is a transportation service available to Medical Assistance consumers in Montgomery County. The Pennsylvania Department of Public Welfare funds the MATP and TransNet operates the service in Montgomery County. TransNet is required to provide you with the least expensive, most appropriate transportation service available that will meet your needs. This brochure tells you everything you need to make the most of the MATP. Please keep it handy should you need to refer to it.

In Montgomery County, the MATP provides transportation or reimbursement of transportation expenses for Medical Assistance recipients traveling to non-emergency Medical Assistance providers. Eligible transportation purposes include medical/dental appointments, therapies, medical tests, obtaining prescriptions or medical equipment, and mental health/drug & alcohol treatment.

If you cannot use or access public transportation or do not have a private vehicle available to you, paratransit rides are provided to you by TransNet's local transportation companies whose drivers know your community. As an eligible Medical Assistance recipient, there is no cost to you.

You may not use the MATP for emergency ambulance transportation, non-medical transportation, such as grocery shopping or social activities, or to obtain medical care that is not covered by Medical Assistance.

How to contact us

Most persons will be able to reach us by calling 215-542-RIDE (7433), Monday-Friday from

8:00 am to 4:00 pm. However if you live in the following areas, you may dial the local number listed below.

If you live in:

Lansdale, Center Point, Harleysville
610-222-0365

Souderton, Green Lane, Pennsburg
215-679-9551

*Pottstown, Colledgeville, Royersford,
Schwenksville, Sassamansville, Douglassville*
610-323-3346

Ardmore, Bryn Mawr, Bala Cynwyd, Narberth
610-668-9887

Select Option 4 from our telephone menu.

Request that an MATP Application form be sent to you. You may also download this form from our website at www.suburbantransit.org. Our staff is available to assist you with this process. You must complete this form and mail it to:

TransNet
980 Harvest Drive, Suite 100
Blue Bell, PA 19422-1955
Attn: Medical Assistance Department

You may also fax this information to
215-542-8877

You must return the signed application within 30 days in order to continue to be eligible for the MATP. **During this initial 30-day period, you may receive MATP services if your eligibility is verified.**

Someone from our office will contact you after the application is received to verify your MA eligibility. You will also be asked some questions about your functional abilities and transportation needs.

If you have an urgent need for transportation and you are calling when our office is closed, our

voice mail system will give you instructions about what to do.

What medical transportation services do we provide?

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

- If you can use and have access to public transportation or a private vehicle, a reimbursement form will be mailed to you. If monthly public transit expenses exceed the cost of a monthly SEPTA pass, you will be reimbursed for the cost of the pass only. You may be reimbursed for the use of a private vehicle at the rate of \$.30/mile and for any parking fees or toll charges. Forms must be submitted by the 15th of the month for the previous month's expenses. Payment will be mailed to you within 2 weeks after we receive your reimbursement form if it is properly completed with required receipts attached (if available).
- Paratransit service is provided in vans or sedans if you are unable to use or do not have access to public transportation or a private car. Accessible, lift-equipped vans are available if you are physically disabled. To be eligible for this service, you will be required to obtain a signed verification of disability form from a professional who is aware of your disability.

How far can you go with the MATP?

We are responsible for providing or arranging for your transportation to get you to the medical care you need.

If you are enrolled in a Medical Assistance Managed Care Organization (MCO), we can provide or arrange for transportation for you to any medical provider in your MCO region who is in your MCO network. Transportation to providers that are out-of-network may only be provided by referral from your MCO. Your MCO region includes: Montgomery, Bucks, Chester, Delaware and Philadelphia counties.

If you are enrolled in the Medical Assistance Fee-For-Service program, we will provide or arrange for transportation to the provider who is closest to your home who can meet your needs. We will transport you to a more distant provider only if you give us a letter from your medical provider with information that indicates that the more distant provider is required to meet your needs.

If you live within 1/4 mile of your destination and are able to travel independently, you are not eligible for MATP services to this destination.

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

How to schedule a ride

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 us at least one day in advance to schedule a ride.

Call 215-542-RIDE (7433) (or one of the local numbers listed above) Monday through Friday between 8:00 a.m. and 4:00 p.m. and Select Option 4. You may schedule your trip up to **14 days in advance** or **not later than one day before** your trip by 4:00 p.m. or by 4:00 p.m. Friday for Sunday/Monday service.

The reservationist will ask you for your social security number and birth date each time a trip is scheduled so that your eligibility can be verified.

Tell the reservationist that you need to schedule a Medical Assistance ride. Be sure to let the reservationist know the following:

- If you need any special assistance
- If you will be traveling in a wheelchair or have a walker
- If you live within 1/4 mile from a public transportation stop
- If you will be traveling with an escort
- If you do not speak English, we will arrange for a personal interpreter to translate for you. If you are deaf, a Telecommunications Device for the Deaf (TDD) service is available by calling 215-542-0699.

Pick-up and drop off guidelines

When you schedule your ride, please remember that the driver may arrive 15 minutes before or after your scheduled pick-up time. Please allow for this extra time so you won't miss an appointment. You will be given an approximate pick-up time when you schedule your trip. We will drop you off at your destination no more than 1 hour before your scheduled appointment and will pick you up no later than 1 hour after your appointment is finished. If we do not meet these timelines, you should call us at 215-542-RIDE (7433) to report the problem.

Urgent care service

At some point you may need transportation on short notice for an urgent care matter. Urgent care service is non-emergency transportation that is medically necessary and must be provided within a 24-hour period. This type of service may be arranged on the same day. If you are requesting this trip at a

time when our office is closed, our voice mail system will instruct you to leave a message with a contact phone number. Our phone system will automatically contact the on-call person to assist you. If you use a private car, taxi or public transit for this urgent care trip, you will be reimbursed for this cost after your MA eligibility is verified and a completed reimbursement form is submitted.

Escort policy

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

- If you are under age 18, a parent or responsible adult may accompany you;
- If you cannot travel independently or you need assistance due to age, illness or a physical or mental disability;
- If you do not speak English, you can bring someone with you to interpret.

Other policies

The following policies are being mailed to you with this brochure:

- Complaint Procedure
- Passenger Assistance Policy
- Trip Cancellation/No Show Policy
- Trip Sanction Policy

Appeal process

We are required to send you a written notice if we deny your request for MATP transportation or for reimbursement of your transportation expenses. We are also required to send you written notice in advance if we plan to reduce or change your services or suspend you for any length of time. The notice will explain the reasons for our action,

when the action is effective and your right to appeal the action.

You can obtain free legal assistance if you need help with an appeal. Just call the Montgomery County Legal Aid Service at 610-275-5400 or the Pennsylvania Health Law Project at 1-800-274-3258.

If we are not able to meet your medical transportation needs, you will be referred to the Montgomery County Public Assistance Office.

Your responsibilities

If you are requesting reimbursement for transportation expenses, you must complete the reimbursement form accurately. You and a representative of the medical practitioner must sign this form. Receipts for public transit, parking fees and tolls must be attached if available.

If you need to cancel a trip, you must call your local transportation provider at least 2 hours prior to your scheduled pick-up. Failure to cancel 3 times within 1 month will result in a 30-day suspension of service. The TransNet trip cancellation policy will be sent to you when you register.

Be ready for both your pick-up and return trips. Do not call for a return trip before you are ready. The driver will wait a maximum of 5 minutes.

If you will have a child less than 4 years of age with you, you must provide your own car seat. If the child is 4 or less than 8 years of age, you must provide your own booster seat. This safety equipment is required by the Pa. Department of Transportation.

You are not permitted to smoke on the vehicle.

TransNet Medical Assistance Transportation Program

User's Guide



***Providing transportation
options for eligible
Montgomery County residents***