



**TransNet**  
SUBURBAN TRANSIT NETWORK, INC.

# Medical Assistance Transportation Program

suburbantransit.org  
(215) 542-7433



User Guide

# Welcome to the...

## 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 the MATP.

The MATP offers transportation to medical care or services from an MA provider. The MATP is required to provide the least costly, most appropriate transportation that will meet your needs.

You can use MATP transportation to get to any health care service that is paid for by Medical Assistance. 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 for prescriptions, to the hospital for tests, or to get to medical equipment suppliers.

You cannot use MATP:

- If you need emergency ambulance transportation
- For non-medical trips such as for grocery shopping or for social activities
- To obtain medical care that is not covered by Medical Assistance



# Medical Assistance Transportation Program

## 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 van
- Lift-equipped vans
- Sedan



## 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, you may be eligible for mileage reimbursement. If you are eligible, we will reimburse you at \$.25/mile as specified by DHS. We will also reimburse you for your actual parking expenses and tolls if you provide receipts showing how much you paid.

If you are eligible for mileage reimbursement and you want to request payment 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 can turn in your reimbursement request right after a trip or you can wait until the end of the month.

## Scheduling a Ride to an Appointment

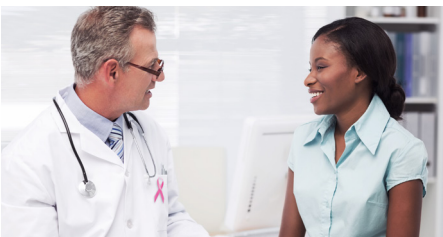
If you need a ride to a medical appointment or service, you should call us as soon as possible. For regular appointments, you must call us at least 1 day in advance to arrange a ride.

When you call to schedule your ride 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 such as, 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 least costly way to get you to and from your appointment, which 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.

## How Far Can You Go with MATP?

If you have an unmet transportation need, the MATP can provide or arrange transportation to a qualified MA enrolled provider of your choice within TransNet's service area. That includes appointments with your doctor, dentist, psychologist or psychiatrist, drug and alcohol treatment clinics, or any other MA provider.

Transportation to medical services that are outside of TransNet's service area is permitted if a medical service is not available locally and/or if your doctor refers you to these services for medical reasons.



# Medical Assistance Transportation Program

## • Pharmacy

Transportation will 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 during the office visit and is being filled in route 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, 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 a closer clinic

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

# Welcome to the...

## Pick-Up and Drop-Off Guidelines

If we will be transporting you using shared ride service, you will be told in advance the approximate time you will be picked up by the reservation agent. MATP requires that we pick you up no more than 15 minutes before and no later than 15 minutes after your scheduled pick-up time. That allows a 30-minute pick-up window. This means that you must be ready and waiting at least 15 minutes before your scheduled pick-up time and you must remain ready for transportation for at least 15 minutes after your scheduled pick-up time.

If the driver arrives before the scheduled pick-up time, the driver must wait until the scheduled pick-up time before leaving. Drivers arriving at the scheduled pick-up time or within 15 minutes after are not required to wait more than 5 minutes. Pick-ups within the 30-minute window are considered to be on time.



## One-Hour Rule

MATP requires, for most appointments, that we drop you off at your medical provider's office no more than 1 hour before 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. If we do not meet these timelines and you are kept waiting, you should call us at 215-542-7433 Option 2 and then Option 2 again to report the problem and to see if alternate arrangements can be made.

## Escort Policy

An escort is an individual who accompanies you to your appointment as an aide for physical/mental/developmental capacity or limited English proficiency. Examples of an escort include, but are not limited to, parent, guardian, or an individual who assumes parental-like responsibility, or the adult child of a geriatric parent. The escort's presence is required to ensure that you or someone you are responsible for receives proper medical service/treatment or to assist in the transportation process.

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.
- 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 the office immediately to arrange transportation. The office will verify with the medical provider that the appointment is urgent, and then we will arrange transportation. If the appointment is called in after office hours, leave a message with your name, phone number and someone will return your call to make arrangements for your ride.

## Sanction Policy

### • 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

## • Inappropriate Behavior (cont.)

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.

\*Unsafe behavior may result in immediate suspension.

## • No-Show

A no-show is defined as any scheduled trip that is not taken or not cancelled with enough time to notify the provider. You will be considered a no-show in the following situations:

- You (or someone on your behalf) do not call the office at least 2 hours prior to your scheduled pick-up time to cancel your ride.
- You are not present at the designated pick-up site when the driver arrives.

If you accumulate 2 no-shows within a 30 day period, you may be subject to the following:

- You will receive notice from our office after each no-show.
- The notice of the first no-show may be verbal or written with a warning that you may be asked to call TransNet the day before all scheduled trips, if you want to receive a trip the next day.
- After the second no-show, you will be sent a letter notifying you that you will be required to call in the day of your scheduled trips to reconfirm your trip for that day. If no confirmation is received, the trips will be automatically cancelled. No call will be made to notify you that the trips have been cancelled.

# Welcome to the...

## Complaint Process

A complaint is any issue or dispute or objection you express to us about TransNet, or about the coverage, operations or policies of TransNet. 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 provide a telephone response to you within 3 days and a written response within 7 days. Written documentation of complaints will be kept on file.

If the complaint resolution is not satisfactory, the consumer has the right to request that the Executive Director review the complaint. A response to this second level of complaint review/resolution will be provided within 7 days after receipt.

If the complaint resolution by the Executive Director is not satisfactory to the consumer, the complaint will be forwarded to the Office of Medical Assistance, Department of Public Welfare for review and resolution.



# Medical Assistance Transportation Program

## 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. 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.

## If you Need Help with an Appeal

You can call us or get free legal assistance. You can call Montgomery County Legal Aid Services at (610) 275-5400 or the Pennsylvania Health Law Project at (800) 274-3258.

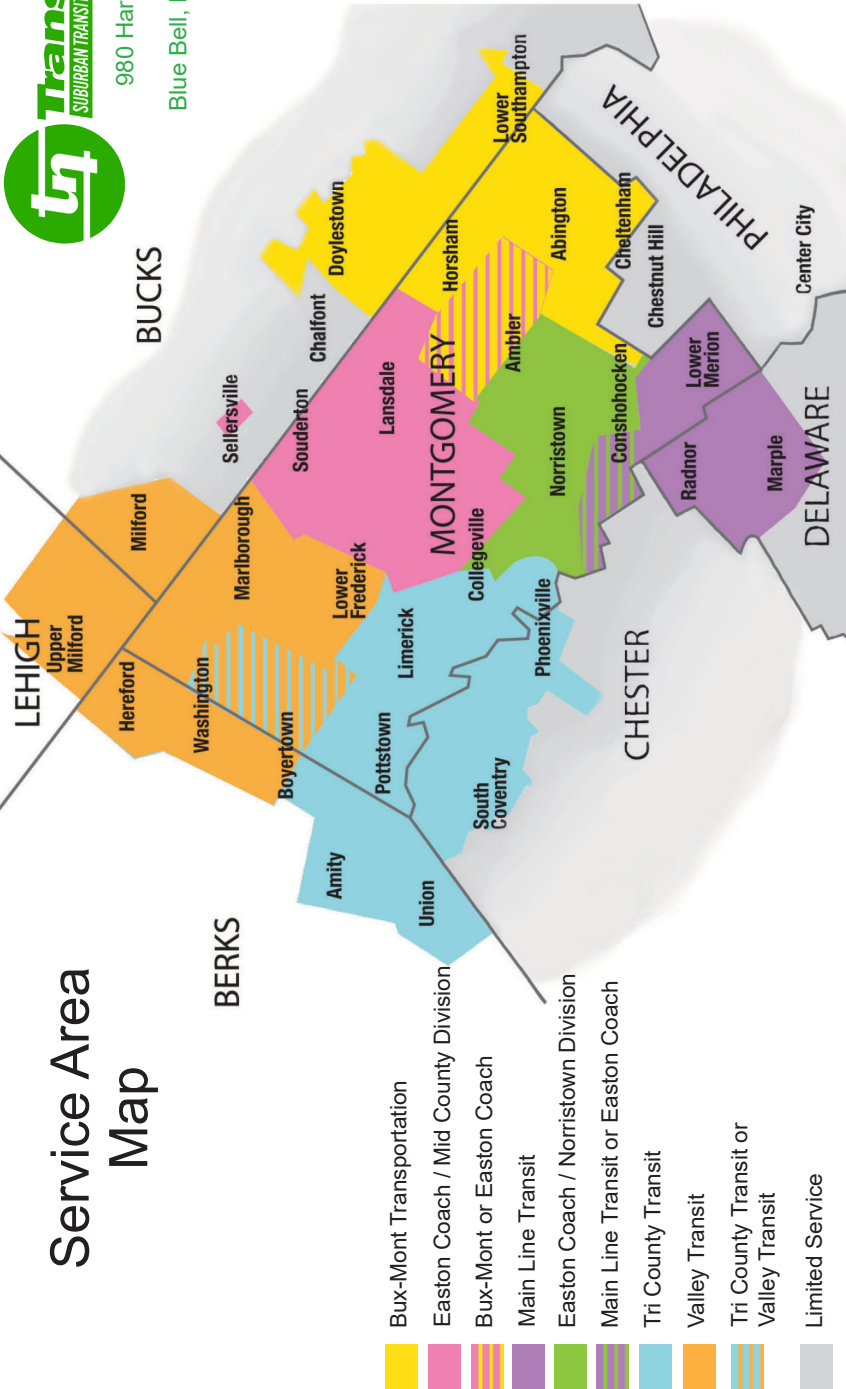
## How to Contact Us

Our office is located at 980 Harvest Drive, Suite 100, Blue Bell, PA 19422 and our phone number(s) are:

(215) 542-7433 (RIDE)	(610) 495-0300
(215) 679-6215	(610) 222-0365
(215) 657-1212	(610) 277-2771
(215) 679-9551	(610) 668-9887
(610) 323-3346	

Our medical assistance office hours are Monday through Friday from 7:30 am to 3:30 pm. If you call us after hours or on a weekend or holiday, you will be able to leave a voicemail message and we will return your call on the next business day. Our phone system will instruct you on what to do if you need urgent care transportation. If you are experiencing a true medical emergency, please call 911 immediately.

# Service Area Map



- Bux-Mont Transportation
- Easton Coach / Mid County Division
- Bux-Mont or Easton Coach
- Main Line Transit
- Easton Coach / Norristown Division
- Main Line Transit or Easton Coach
- Tri County Transit
- Valley Transit
- Tri County Transit or Valley Transit
- Limited Service

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