

## Medical Assistance Transportation Program Policies

Service complaints should be submitted by phone or in writing to:

### **TransNet**

980 Harvest Drive, Suite 100

Blue Bell, Pa. 19422-1955

*Attention: Medical Assistance Department*

**215-542-7433**

215-542-0699 (fax)

[ride@suburbantransit.org](mailto:ride@suburbantransit.org) (e-mail)

A complaint is a verbal or written expression of dissatisfaction. All complaints received from MATP clients will be reviewed and a TransNet staff person will provide a telephone response within 3 days and a written response within 7 days. This staff person may not have been involved in the action that is the subject of the complaint. 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.

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## MATP Trip Cancellation/No Show Policy

The transportation company providing service must be notified at least 2 hours in advance of the scheduled pick-up time if a passenger is canceling a trip. Cancellation phone numbers are listed below and are given to each passenger when they make their reservation.

To cancel, call one of the numbers listed here:

215-542-7433

215-657-1212

215-679-6215

215-679-9551

610-222-0365

610-277-2771

610-323-3346

610-495-0300

610-668-9887

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## Definitions

### Pick up Time

The window of time given to the passenger when they make their reservation or when they call for a return trip. The passenger may be picked up 15 minutes prior to or after the scheduled pick up time.

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## Designated Pick Up Location

The specific location where the passenger is dropped off. If the return pick-up location will be different than the drop-off location, this information must be provided when the reservation is made.

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## No Show

The trip will be considered a no-show when a driver has arrived for a scheduled pick-up within the pick up window, the passenger is not at the designated pick up location and the trip has not been cancelled.

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## Waiver

The trip will not be considered a no-show if an emergency occurs which prevents the passenger from canceling the trip.

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## Sanction

A rider that incurs a no-show will receive the following sanctions:

- One (1) No-Show within 90-days - Written Warning
- Two (2) No-Shows within 90-days - 30-Day Suspension
- The consumer will receive a 10-day prior notice of suspension.

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## MATP Sanction Policy

MATP service may be reduced, suspended or denied to MA consumers in the following situations:

- Consumer has violated TransNet's trip Cancellation/No Show policy and has received the required written warnings as specified in TransNet's Cancellation/No Show Policy. The length of the suspension is specified in this policy.
- Consumer has exhibited behavior on the vehicle that creates an unsafe condition for both the driver and/or other passengers. Service suspension in these situations will be immediate.
- Consumer has exhibited unacceptable behavior on the vehicle and has received 2 written warnings concerning this behavior.
- Consumer has verbally abused the driver, other passengers or the reservationist and has received 2 written warnings concerning this behavior.
- Consumer has extremely offensive personal hygiene and has received 2 written warnings concerning this issue.

The length of the service reduction, suspension or denial will be based on whether or not the specific behavior poses a safety problem. If the unacceptable behavior is remedied, service may be reinstated as long as the safety of other passengers and the driver can be assured.

In the event that service is denied, reduced, suspended or terminated, a DPW Written Notice Form will be sent to the consumer. The form will include a clear statement of all reasons for the action and will include an effective date, which is at least ten (10) days from the date the form was mailed. A referral to the County Assistance Office for transportation assistance will accompany this form. The consumer may appeal this action and if the appeal (either verbal or written) is received within 10 days prior to the effective date, the consumer is entitled to continued service pending appeal. If TransNet determines that the consumer poses a safety threat on the vehicle, continued service is not required. TransNet staff will assist the consumer in reducing the appeal to writing if necessary and obtain the consumer's signature.

Within 3 business days of the verbal or written appeal, TransNet will forward the written appeal (whether a signature has been obtained or not) to the Bureau of Hearings and Appeals. TransNet will retain a copy of the appeal. If the matter is resolved prior to a hearing, TransNet will document the resolution reached. Copies of all appeals and their resolution will be retained by TransNet and made available upon request.