

**MEDICAL
ASSISTANCE
TRANSPORTATION
PROGRAM
GUIDELINES**



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**RED ROSE TRANSIT AUTHORITY
45 ERICK ROAD
LANCASTER, PA 17601**

**PHONE 717-291-1243
TOLL FREE 1-800-892-1122
FAX 717-397-4761**

**For individuals who are hearing
impaired, please use the PA Relay
Service. This service can be accessed by calling 711. The services
are free of charge.**

**Monday through Friday,
7:30 a.m. to 5:30 p.m.**

WELCOME TO THE MEDICAL ASSISTANCE TRANSPORTATION PROGRAM (MATP)

A. WHAT IS MATP?

The Medical Assistance Transportation Program (MATP) is a transportation service available to Medical Assistance consumers in Berks County. MATP is funded by the Pennsylvania Department of Public Welfare. In Berks County, MATP is run by the Red Rose Transit Authority (RRTA) Special Services Division.

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 will meet your needs.

You can use MATP services to go to medical appointments or to get to any service that Medical Assistance pays for. These medical services include therapies, test, dental visits, trips to the pharmacy to get prescriptions, mental health treatment, drug & alcohol treatment, and trips 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.

B. HOW TO CONTACT US

Our office is located at 45 Erick Road, Lancaster, PA 17601 and our phone numbers are: 717-291-1243 or toll-free 1-800-892-1122.

Our regular office hours are Monday through Friday from 8:00 AM to 5:30 PM. If you call us after hours or on a weekend or holiday, our answering machine will also tell you what to do if you need urgent care transportation (see Page 5). If you require emergency transportation, call 911 immediately.

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:

- Tickets for the RRTA fixed route bus will be issued in advance for local trips.
- Shared-ride service with our sub-contractor.
- Lift-equipped vehicles.

Mileage Reimbursement

If you have a car or if you know someone else who has a car and he/she can take you to your appointment, we will provide you with mileage reimbursement if it is the least costly, most appropriate service available. We will reimburse you at the rate of twenty-five cents (\$.25) per mile. We will also reimburse you for your actual parking and tolls if you provide dated receipts showing how much you paid.

If you want to claim mileage reimbursement for a trip, you must tell us in advance. We will send you a form to fill out or you may stop at our office to pick one up.

You can turn in your reimbursement request form right after a trip or you can turn the form in at the end of the month. All forms must be completed and also returned with documentation from attending physician, clinic, pharmacy, medical equipment supplier or any other service that Medical Assistance pays for. The document must be issued by the provider showing the date of service and their full address i.e. physician/clinic excuse slip, print out sheet showing dates of attendance or pharmacy slip.

Also, all toll and parking receipts that are submitted must have the date. If the documents are not received with the mileage reimbursement form, all information will be returned and no payment will be issued until all proper documents are submitted. Reimbursement forms must be submitted within sixty (60) days from the appointment day. **All mileage is verified using Google Maps. Reimbursement is for shortest distance only.**

D. HOW FAR CAN YOU GO WITH MATP?

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

We can provide or arrange transportation for you to any medical provider in this MCO region. Your MCO region includes Adams, Berks, Cumberland, Dauphin, Lancaster, Lebanon, Lehigh, Northampton, Perry and York counties. However, we will only take you to providers in your MCO network, or providers that are out of network but who your MCO has referred you to.

Pharmacy Providers – Transportation to a pharmacy provider shall only be provided to a choice of two pharmacies closest to the recipient's residence or two pharmacies closest to the recipient's prescribing physician's office (if the prescription was provided at the office visit and is being filled in route from the prescribing physician's office).

Methadone Treatment – Transportation to methadone treatment shall only be provided up to the closest in-network methadone treatment program to a recipient's residence, unless the recipient is granted an exception.

E. SCHEDULING A RIDE TO AN APPOINTMENT

Fixed Route Bus Passes

If you are capable of utilizing the RRTA fixed route bus service you will need to report to the RRTA Access Services Division office (45 Erick Road in Lancaster) to receive a pass and an instruction sheet on the proper use of the pass. The pass can be used on the RRTA fixed route bus service only to providers who are approved by Medical Assistance to pay for the services that you receive. Documentation from the attending physician, clinic, pharmacy, medical equipment supplier or any other services that Medical Assistance pays for must be returned. The document must be issued by the provider showing the date of service and their full address i.e. physicians/clinic excuse slip, print out sheet showing the dates of attendance or pharmacy slip. If the documents are not received from the medical provider or any other services that Medical Assistance pays for, you will be refused service until the proper documents are received.

If home address or destination is more than ¼ miles from fixed route bus service, you can receive door-to-door service.

MATP Door-to-Door

If you have a disability that prevents you from using the RRTA fixed route bus service you will be provided with an ADA paratransit eligibility form to complete or you must have written verification from your medical provider stating your disability prevents you from using the fixed route bus. Our sub-contractor, provides door-to-door transportation for clients who are not capable of utilizing the RRTA fixed bus route service. Transportation is provided on wheelchair accessible vehicles. Transportation is generally available Monday through Friday from 5:30 a.m. to 6:30 p.m. daily. Monday through Friday evening service from 6:30 p.m. to 10:30 p.m. is available for trips where the pick-up address and destination must be located within ¾ miles of fixed route bus service. Saturday service is available 5:30 a.m. to 10:30 p.m. for trips where pick-up address and destination must be located within ¾ miles of fixed route bus service. Sunday service is available from 07:00 a.m. to 7:00 p.m. for trips where the pick-up address and destination must be located within ¾ miles of fixed route bus service. Transportation in the county is available Monday through Friday with times varying based on where the customer lives. If you need a ride to an appointment, you should call us as soon as possible. Trip reservations may be scheduled by calling 717-291-1243 between 8:00 a.m. and 5:30 p.m. Trips must be scheduled at least one day in advance.

You can call us up to two weeks before your appointment to arrange a ride. When you call to schedule we will ask you the date and time of your appointment, the complete address of where you need to go and the providers phone number. 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 that 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. We will immediately confirm your appointment/ride and tell you when we will pick you up.

Group Trips

If we will be transporting you using shared ride (trips outside of Lancaster County, non-ADA trips or clients residing in rural areas with no fixed route bus service) you will be told in advance the approximate time you will be picked up by the MATP driver. Please contact our office for time schedules for group trips **prior** to scheduling your appointment. You must call us at least two (2) working days in advance to arrange a ride. You can call us up to two weeks before your appointment. We will require the date and time of your appointment, complete address of your provider and the providers phone number.

Please be ready ahead of time. Our 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. Except for group trips that are waived, our policy is to drop you off at your providers office no later than 1 hour before your scheduled appointment, and to pick you up no later than one hour after your appointment is finished. If we do not meet these timelines and you are kept waiting, you should call us at 717-291-1243 to report the problem and to see if alternative arrangements can be made. We will also inform you of the return time or request that you contact our office when you have completed your appointment. Drivers have been instructed to wait at a residence for a period not to exceed five minutes from the scheduled pick-up time. Your trip will then be marked a no show and no transportation will be provided that day.

Urgent Care Transportation

At some point you may need transportation on short notice for an urgent care matter. Urgent care includes any situation where you have any illness or severe condition, which under reasonable standards of medical practice would be diagnosed and treated within a 24-hour period and if left untreated, could become an emergency situation. This includes a hospital discharge.

During normal business hours within 3 hours of your request we will secure transportation. The 3 hour standard does not apply to after hour's service, weekends, or hospital discharges.

If you require transportation for an urgent care matter, you or your medical provider should call RRTA immediately during normal business hours, Monday through Friday 8:00 AM to 5:30 PM at 717-291-1243 or toll-free at 1-800-892-1122 to make arrangements. We will require verification of "urgency" from the medical provider. Verification of urgency from the medical provider need not be in writing; we will accept verbal authorization from the medical provider.

F. 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, you may 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. We may require written verification from your physician.
- If you do not speak English, you may bring someone with you to interpret.

G. SANCTION POLICY

Missing a scheduled ride without notifying the office at least one hour in advance is considered a “no-show” and a sanctionable action. RRTA Special Services Division has the right to request you confirm your transportation needs in the morning of or the night before. A warning letter will be issued prior to any action and then followed with appropriate notices, if required for any future actions. In addition, RRTA will not tolerate any verbal or physical abuse from a client, towards our employees, sub-contractor

employees or other passengers aboard the vehicles. An individual who violates this policy will receive written notice that their service has been suspended for sixty days. A second violation of this policy will result in written notification that their service has been terminated. In any event, the notice will provide information regarding the reason(s) for the suspension or termination, the effective date of the action, and how the client can appeal the decision. You have the right to appeal these decisions and ask for a fair hearing from the Department of Public Welfare. To request a fair hearing, send a letter requesting a hearing to RRTA.

H. 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 and it will be investigated by someone other than those involved in the action, which is the subject of the complaint (i.e. Assistant Director or Director of Shared Ride Services.) You will receive a written response within five (5) days. If the first person is unable to resolve your complaint, it will be investigated by the Assistant Director or Director of Shared Ride Service and you will receive a written response within five (5) days. If your complaint can't be resolved by our office we shall forward the complaint to the Division of Medical Assistance Transportation with the Department of Human Services.

Copies of the complaint, agency responses/resolutions and corrective action plans will be kept on file and made available to the Division of Medical Assistance Transportation with the Department of Human Services.

I. APPEAL PROCESS

We are required to give you written notice if we deny your request for MATP transportation or for mileage reimbursement. We are also required to give you written notice in advance if we plan to reduce or change your services or suspend you from the program. The notice will tell you the reasons for our action, when the action will go into effect, and your rights to appeal from the action.

You can get free legal assistance if you need help with an appeal. If you need help with an appeal you can call your local legal services office or the Pennsylvania Health Law Project at 1-800-274-3258.

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). The CAO also has funds available to provide transportation if you need to go a great distance, or if you need to stay overnight to get care and need help with additional costs like lodging and meals.

K. CAR SEAT POLICY

Any child traveling on our subcontractors vehicles – 8 years and under – must be secured by the parent inside the vehicle in an approved child restraint seat required by the State of PA guidelines.

L. WINTER WEATHER TIPS

1. Check the local radio, our website and TV stations to make sure that Special Services will be operating. The radio stations reporting for RRTA are WDAC (94.5 FM) & WJTL (90.3 FM). RRTA website - www.redrosetransit.com. Television Station: WGAL-TV8, WPMT Fox 43, WHP-CBS 21 and WHTM-ABC27.

2. Call Special Service at 717-291-1243 as soon as possible to cancel any trips.

3. Please make sure that a path from your front door to the street is clear of ice and snow. If there is not a safe path to the vehicle, the drivers have been instructed not to provide transportation. This is for your safety as well as the driver.

4. Please be ready a few minutes earlier than your originally scheduled pick-up time, just in case the driver does arrive early.

Eating, drinking and smoking are not allowed on any RRTA vehicles. Please dispose of all items properly before boarding the vehicle.

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