

**MATP MILEAGE & PUBLIC
TRANSPORTATION
REIMBURSEMENT POLICY**

1. Only billable services are reimbursable.
2. This includes doctor appointments for which the doctor bills Medical Assistance or a MA insurance company, and trips made for the purpose of picking up x-rays, referrals, eyeglasses or scripts in order to complete or initiate an allowable medical service.
3. Requests for reimbursement to a **Methadone clinic** will only be for the closest clinic to your home. If you attend a clinic further away, a letter from the closest clinic verifying that they are unable to accommodate you at their clinic is needed. **A dosing printout from the clinic must have dosing dates and times must be included with reimbursement request**, no exceptions.
4. Mileage reimbursement can only be given to a Medical Assistance consumer if he or she is the only person in a vehicle being transported to an MA compensable medical service or the consumer is driving his or herself to the medical service. In other words, if more than one MA consumer is going to the same medical service together in one car, then only one of these people can claim and be reimbursed for the mileage to that medical service. The reimbursement rate will be \$.25 per mile round trip.
5. All information must be filled out on the claim form including written verification (e.g., a signature) that the medical service was provided in order for your reimbursement to be processed. Requests for Pharmacy reimbursements require a register receipt showing that a prescription was picked up. You will only be reimbursed for going to either of the two closest pharmacies to your home.
6. If a written verification of the medical service cannot be provided, the Chesco Connect office will make one attempt to obtain the verification from the provider prior to denying the reimbursement request. If a reimbursement request is inaccurate or incomplete, one attempt will be made to contact the consumer to attempt to resolve the issue before denying the reimbursement request.
7. All dates claiming mileage or public transportation reimbursement must have an authorized signature from the medical service provider.
8. All parking and toll claims must have a receipt attached to the claim form. Train transportation must have a receipt (ticket stub) attached to the claim form.
9. Public transit reimbursement will be no more than the cost of a monthly transit pass.
10. Only one month on a request form.
11. The MA client must be registered with Chesco Connect before any reimbursement is paid. Eligibility for reimbursement starts on the date of registration with Chesco Connect.
12. Medical Assistance will only reimburse for two (2) months, the current month and the month before. Any request received outside this two-month time frame will not be paid.
13. June reimbursements must be submitted to Chesco Connect no later than July 10th for fiscal year end processing, Reimbursements received on or after July 11th will be denied.
14. Mileage is checked by using Google Maps. If you feel that Google Maps has incorrectly calculated your mileage, you may contact the MATP Coordinator to discuss your individual situation.
15. Consumers should turn in their requests for reimbursements on the last day of each month. Checks will be issued and mailed within 15 business days for all requests received within the required timeframe. Requests for reimbursements that are received late will be processed on the next reimbursement cycle.

All reimbursement requests should be mailed to:

Chesco Connect
601 Westtown Rd, Suite 366
West Chester, Pa 19380

If you have any questions, please call:
610-344-5545



**Medical Assistance
Transportation
Program
(MATP)**

Updated March 2024 rev E

Dear _____:

MATP Registration Date: _____

You registered with Chesco Connect on the above date. You are eligible to receive transportation or be reimbursed for mileage or public transportation for travel to and from Medical Assistance funded visits with a medical doctor or facility or the nearest pharmacy provider. The Medical Assistance Transportation Program (MATP) regulations require us to keep a completed and signed client application form in our files.

Please complete both sides of the enclosed Client Agreement Form and return it within 30 days of your registering for the MATP. Remember to sign and date the form. If any information is incomplete, illegible, or missing, we will return the entire application back to you.

When filling out Part 5 on the back and you are registering other eligible household members please specify who has the special needs.

Failure to submit a completed application by

_____ could result in you becoming ineligible for transportation through the Medical Assistance Transportation Program.

Please return the application to the address listed at the bottom of the Client Agreement Form. If you have any questions regarding the application please feel free to contact us at 610 344 5545.

Sincerely,

MATP Administrator
Chester County Department of Community
Transit.

During this initial 30-day period, you may receive MATP services if your eligibility is verified.

You must complete this form and mail it to:

Chesco Connect
Attn: Medical Assistance
601 Westtown Rd, Suite 366
West Chester, Pa 19380

You may also fax this information to:
610 344 5535

What is MATP?

The Medical Assistance Transportation Program, also known as MATP, provides transportation to medical appointments for Medical Assistance recipients who do not have transportation available to them. The individual's county of residence will provide the type of transportation that is the least expensive while still meeting their needs.

In Chester County, 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 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 Chesco Connect, whose drivers know your community. As an eligible Medical Assistance recipient, there is no cost to you.

You may not use 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

You can reach us by calling:

- 610-344-5545
- Or online at: Communitytransit@chesco.org

You can call Monday-Friday from 7:00 AM to 4:00 PM, but only until 1:00pm when scheduling for a trip for the next business day.

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 Public Transit 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 \$.25 cents per round trip mile and for any parking fees or toll charges.
- Forms must be submitted by the 1st day of the month for the previous month's expenses.
- Payment will be mailed on or before the 15th of each month after we receive your reimbursement form if it is properly completed with required receipts attached.
- Where fixed route service is not available or appropriate for the rider, MATP will provide rides on paratransit vehicles. Usually the vehicle will be transporting multiple riders with different pick-up and drop-off locations.

Other Medical Transportation Resources

If we are not able to meet your medical transportation needs, you will be referred to your local County Assistance Office (CAO).

Inclement Weather Advisory

Chesco Connect will operate if at all possible.

In the event of inclement weather conditions or any emergency which may affect Chesco Connect's normal service, information and updates will be available through the following sources:

Our website: Chescoconnect.org, as well as our Facebook and Twitter pages.

Chesco Connect's reservation line is 610-344-5545

Announcements, cancellations for the day, late starting time, or an early closing will be available.

A late start announcement will give the time that service will start for that day. Any pick-ups scheduled before that time will be cancelled. If Chesco Connect does not take you to your appointment and you find another way to your appointment Chesco Connect will not provide transportation home.

In case of an early closing; return trips will start immediately after the notice for early closing is given.

The system will probably be running late because of bad road conditions. You will have to make adjustments to your schedule.

Chesco Connect reserves the right to give priority to certain trips. Dialysis patients will be the first on the list to receive transportation.

Chesco Connect is not an emergency transportation system. If such service is needed you will have to contact your local ambulance.

You must call Chesco Connect to reschedule your appointment.

Chesco Connect appreciates your help and patience during bad weather.

Sanction Policy

Chester County MATP has the right and responsibility to sanction passengers for excessive no-shows and other inappropriate behavior.

If a sanction is required for inappropriate behavior, the following will occur:

- After the first offense, the passenger will receive a verbal warning stating that transportation services are in danger of being suspended.
- Upon notice of the second offense, the passenger will receive a DPW Written Notice Form that services will be suspended for a period of fifteen (15) days, beginning ten (10) days after the date on the Form or until the passenger has an escort ride along during the period of suspension. Should inappropriate behavior continue during the period when the escort is present or after return from the 15-day suspension, the passenger will receive notice of a third offense.
- Upon notice of the third offense, the passenger will receive a DPW Written Notice form that services will be suspended for a period of thirty (30) days, beginning 10 days after the date on the form. If after 30 days the passenger wants to re-enter the MATP, the passenger must have an escort ride along for every trip thereafter. Should inappropriate behavior continue when an escort is present, the consumer may be denied transportation services through the Chester County MATP.

NOTE: Chester County MATP may deviate from any of the above order of outlined inappropriate behavior steps given the severity of the offense. Inappropriate behavior that threatens the safety of fellow passengers and drivers may result in immediate termination from the MATP.

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, investigate it and respond to you within 5 days. Call 610 344 5545 and ask for the MATP Coordinator. The MATP Coordinator will take your complaint over the phone. If you wish to fax a written complaint you can request the fax number.

First Level Complaint: MATP riders having complaints with their service should first make their complaints known to the MATP Coordinator by calling 610-344-5545. A complaint form or incident report, which summarizes the nature of the complaint and the response and/or remedy offered to the consumer will be completed and filed by the MATP Coordinator. Upon request by the consumer the complaint and response will be forwarded to the Department of Community Transit (DCT) within 10 business days of the complaint. If this is the course requested by the consumer a letter outlining the complaint and response will be mailed to the consumer and the DCT within 10 business days of the complaint. This letter will include information and instructions for the consumer to make a second level complaint to the Chester County DCT if they are not satisfied with the proposed resolution.

Second Level Complaint: If the matter is not resolved on the first level, the consumer should contact the Program Specialist at the Chester County Department of Community Transit by telephone at 610-344-5545 or in writing to the following address:

Chester County DCT
Attn: Program Specialist
601 Westtown Road, Suite 366
West Chester, PA 19380

The Program Specialist will investigate the complaint, including discussion with the consumer, in a timely manner. A complaint form will be completed by the Program Specialist and a resolution letter mailed to the consumer within 10 business days of the DCT's receipt of the Second Level complaint. The resolution letter

will summarize the complaint, first level response, and outline a response to the consumer. For Mental Health /IDD Paratransit Program consumers, the DCT will work with the County MH/ IDD Department to resolve the complaint. By telephone 610-344-6265 or mailed to:

Mental Health / IDD
601 Westtown Rd, Suite 340
West Chester, PA 19380

Third Level Complaint: Medical Assistance Transportation Program Consumers ONLY: If the matter is still not resolved, the MATP Consumer has the option of filing a complaint with the PA Division of Medical Assistance Transportation. Department of Human Services/ Bureau of ManagedCare Options in writing to the following address:

Pennsylvania Department of Medical
Assistance Transportation
Department of Human Services/Bureau
of Managed Care Operations
Commonwealth Tower
303 Walnut Street, 8th Floor
Harrisburg, PA 17105

The above information is for the
MATP Consumers only.

All complaints regarding Paratransit Services provided to minors should be made by the minor's parent or legal guardian.

Chesco Connect will only transport Medical Assistance Riders from their home to a medical appointment (that their Medical Assistance Insurance is paying for) and back to their home.

For a complete list of MATP Instructions and Requirements please go to:

www.http/matp.pa.gov/InstructionsRequirements.aspx

How far can you go with MATP?

- We are responsible for providing or arranging for your transportation to get you to the medical care you need.
- The regions where we provide service includes Chester, Lancaster, Montgomery, Delaware and Philadelphia counties and the city of Philadelphia as well as portions of the State of Delaware.
- 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.

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 610-344-5545 Monday through Friday between 7:00 AM and 4:00 PM, ***but if you call the day before, it must be by 1:00 PM.*** You may schedule your trip up to **30 days in advance.**

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 using a wheelchair or other mobility device.
- If you will be traveling with an escort
- If you do not speak English, we will arrange for an interpreter to translate for you.

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. Chesco Connect will only wait up to five (5) minutes for a passenger upon arrival at pickup or destination points.
- Chesco Connect **will not call** to tell you that your ride is outside, nor will we send another vehicle back for you because you were not ready at your scheduled pickup time.

- 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, unless you are traveling out of county or 5 or more miles from your pickup location, then the drop off and pick up wait times could be greater.
- Consumers are required to anticipate a vehicle's arrival and be ready to board the vehicle.
- Consumers residing in apartment complexes are to await the vehicle in the street-floor vestibule or lobby of their complex or specific building.
- Consumers residing in duplex apartments or single-family homes are to await the vehicles arrival on the first floor and/or porch area and be ready to exit the building upon arrival of the vehicle.
- Consumers at a medical facility are to await the vehicle's arrival in the street-level vestibule or lobby of the facility and be ready to exit the building upon arrival of the vehicle.
- Curb to curb service will be provided. Door to door service, will be provided for a consumer, upon request (please note: the drivers are not permitted to enter a building).

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 will be provided within a 24-hour period. This type of service may be arranged on the same day.

If you use a private car or public transit for any urgent care trip, you will be reimbursed per the MATP policy 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 **must** 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.

Additional Riders

MATP transportation is for the MA consumer only. Consumers requesting to bring additional people (ie.children) with them to their medical appointments may be required to pay for the seat. It is at the discretion of Chesco Connect whether additional riders will be allowed.

- Rides for children accompanying you on Chesco Connect must be scheduled at the time of booking.

Consumer Responsibilities

- If you need to cancel a trip, you must call Chesco Connect at least 2 hours prior to your scheduled pick-up.
- Be ready for both your pick-up and return trips. Do not call for a return trip before you are ready. The driver will only wait a maximum of 5 minutes.
- If you will be traveling with a child less than 4 years of age, you must provide your own car seat. If the child is from 4 to 8 years of age, you must provide your own booster seat. This safety equipment is required by the PA Department of Transportation.

Quarter-Mile Rule

MATP will not fund trips where the distance from origin to destination is less than ¼ mile unless the consumer cannot travel the ¼ mile independently. If public transit is offered, consumers should live no more than ¼ mile from the bus route. If a consumer lives more than ¼ mile from the public transit route, but public transit is an appropriate mode, transportation must be provided to and from the public transit stop.

Out of County Rides

- All out of county rides will be for medical purposes only.
- All out of county rides must be scheduled at least five (10) business days prior to the appointment date before 1:00pm.
- All trips will be for appointments no earlier than 10:00am. Return trips will begin at 2:00pm for all counties.
- Below is a list of days we will travel to various counties (out of county trips are limited to 15 miles past the county line).
 - **Philadelphia / Philadelphia County**
Monday and Wednesday
 - **Montgomery County**
Tuesday / Wednesday / Thursday
 - **Delaware County**
Monday / Wednesday
 - **Wilmington / State of Delaware**
Tuesday / Thursday
 - **Lancaster County**
Tuesday
 - **Berks County**
Tuesday / Friday

It will be necessary for you to schedule your appointments within the “Out of County” time frame; otherwise Chesco Connect will not be able to transport you.

Next Day Service

Next day service must be booked by 1:00PM the previous business day. 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. You must cancel your ride no later than 2 hours prior to your scheduled pick-up time. Cancels can be called in as early as 6 am at 610-344-5545. Otherwise you will be considered a No Show. (See attached No Show Policy.)

No-shows

A “no-show” is defined as any scheduled trip that is not taken or not cancelled within the required time frame.

A passenger is considered a no-show in the following situations:

- the passenger does not call their transportation provider at least two hours prior to their pick-up time to cancel their ride.
- the passenger is not present at the designated pick-up site when the driver arrives and/or does not accept the ride.

All rides scheduled for a client on the day of a no show will be automatically canceled when the client is a no show for any of his or her rides that day.

A passenger who accumulates three (3) no-shows within “ANY” ninety (90) day period will receive notice from Chesco Connect that their service may be restricted as follows: All trips must be confirmed the day before or they will be canceled or scheduled trips will be limited to one round trip at a time.

If the passenger is determined to have three (3) documented no-shows within any ninety (90) day period, the passenger will receive a written notice form indicating a restriction of services. The form will denote the reason for the restriction, the effective date of the restriction and instructions on how to schedule rides. The written notice form will be mailed to the passenger as well as a Phone call. Please note that passengers that have restricted service from the Paratransit Program may seek transportation services from the County Assistance Office if needed.

Inappropriate behavior

A passenger may be suspended from the MATP Program for inappropriate behavior. Inappropriate behavior includes but is not limited to:

- loud, boisterous and/or obscene or offensive language, yelling or screaming;
- disruptive behavior or any behavior that jeopardizes the safety of any occupant of the vehicle;
- being under the influence of alcohol or controlled substances;
- disrespecting the driver or other riders;
- touching or harassing the driver or other riders;
- hanging your arms, head or legs out of the window;
- violations of moving vehicle safety requirements or leaving the vehicle before the designated drop-off point;
- weapons of all kinds (including, but not limited to: guns, knives, box cutters etc.) are prohibited on all Chesco Connect vehicles, including any vehicle that may be sub-contracted by Chesco Connect;
- 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.
- The use of drugs, selling drugs or giving other passengers drugs.
- **Eating, Drinking and Smoking on the bus is prohibited.**

If it is medically necessary for you to eat or drink on the bus, we need to have a note from your doctor.

Appeal Process

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.