



**PENNSYLVANIA DEPARTMENT OF PUBLIC WELFARE
OFFICE OF MEDICAL ASSISTANCE PROGRAMS
DIVISION OF MEDICAL ASSISTANCE TRANSPORTATION**

**2010 Medical Assistance Transportation Program Surveys
*Overview of Survey Results***

November 29, 2010

PA DEPARTMENT OF PUBLIC WELFARE, DIVISION OF MEDICAL ASSISTANCE TRANSPORTATION
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I. EXECUTIVE SUMMARY

The Pennsylvania Department of Public Welfare (the Department), Division of Medical Assistance Transportation conducted a survey of both Users and Non-Users of the Medical Assistance Transportation Program (MATP). The purpose of the survey was to:

- Assess Medical Assistance (MA) consumers' satisfaction with the MATP (for Users)
- Assess MA consumers' knowledge of and need for non-emergency medical transportation services (for Non-Users)

Overall results indicate that the MATP is delivering high-quality services, resulting in high levels of User satisfaction. Among Non-Users, however, approximately 60 percent of eligible consumers were unaware of the program. This report provides an overview of the survey results.

II. PROGRAM BACKGROUND

The Commonwealth provides transportation services for MA consumers to any MA covered service for the purpose of receiving treatment or medical evaluation, or purchasing prescription drugs or medical equipment. Medical transportation does not include transportation typically provided by an ambulance. All MA consumers are eligible for MATP services, regardless of their enrollment in a managed care (HealthChoices), enhanced primary care case management (ACCESS Plus) or the traditional fee-for-service delivery system (unless they are in an ineligible category of assistance). The Commonwealth currently contracts for coordination of MATP services through agreements with 66 counties that are reimbursed for all costs either directly or indirectly related to transportation and one risk-based capitated agreement with a transportation broker in Philadelphia County. Generally, each county has its own program, but several counties have pooled resources and formed cross-county organizations to serve their constituents. The counties are not agents of the Department, and accordingly are responsible for the following:

- Verifying consumer eligibility for the MA Program and assessing transportation needs
- Informing and educating MA consumers about MATP services
- Operating an MATP telephone line or call center
- Authorizing transportation services and scheduling and dispatching trips
- Maintaining consumer confidentiality
- Recruiting, maintaining and monitoring an adequate transportation provider network

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- Managing the program to ensure the provision of cost-effective, appropriate transportation services
- Maximizing the cost-effectiveness and quality of services through coordination with local programs and stakeholders
- Ensuring quality of services through a complaint tracking system

Eligible consumers must use the least expensive and most appropriate mode of transportation. Counties currently use the following three modes in providing transportation services:

- Public transit or fixed route transportation modes, including all vehicle services designed to transport customers on fixed local and regional routes, where available
- Consumer reimbursement for private vehicle mileage use
- On-demand, paratransit trips

III. SURVEY METHODOLOGY

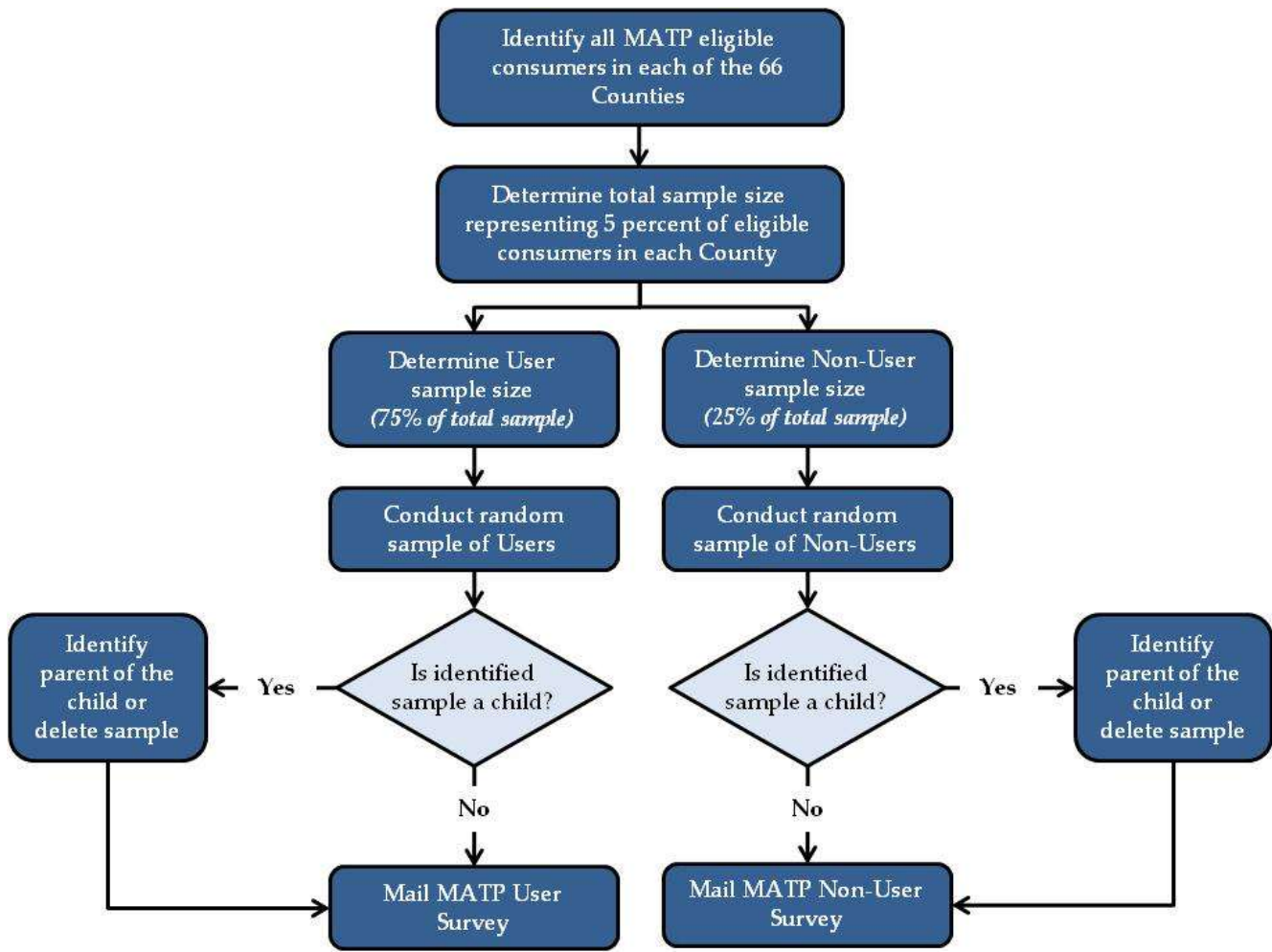
The Department conducted surveys for 66 of the 67 Pennsylvania counties. The Department did not include Philadelphia County in the consumer survey because the program there surveys MA consumers monthly. For each of the 66 counties, the Department mailed surveys to a stratified random sample of Users and Non-Users representing a total of five percent of each county's eligible MA consumers. Within each sample population, 75 percent of the sample was Users of MATP and 25 percent of the sample was Non-Users of MATP:

- *Users:* Eligible consumers who used MATP services at least once during the period July 2008 through June 2009.
- *Non-Users:* Eligible consumers who never used MATP services during the period July 2008 through June 2009.

In cases where the Department selected a child for the sample, the Department mailed the survey to the child's parent or guardian or deleted the child from the sample population if the child's parent or guardian could not be identified. The Department mailed surveys to selected consumers in May 1, 2010 and included responses received by the Department on or before July 9, 2010 in its analysis. Figure 1 provides an overview of the survey methodology:

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Figure 1: Overview of Survey Methodology



The Department mailed a total of 18,727 surveys and received 5,126 completed surveys for an overall response rate of 27.4 percent. Figure 2 provides additional detail on the survey mailing results.

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Figure 2: Survey Mailing Results

Survey Status	Users	Non-Users	Total
1. Total surveys mailed	13,399	5,328	18,727
2. Completed surveys	3,875	1,251	5,126
3. Response rate	28.9%	23.5%	27.4%
4. Surveys returned by US Postal Service (Undeliverable)	395	123	518
5. Unusable surveys (Survey number missing)	9	5	14
6. Surveys returned blank (Left blank; Addressee deceased; etc.)	80	3	83

Samples of the User and Non-User surveys can be found in Appendices 1 and 2 of this report.

IV. SURVEY RESULTS

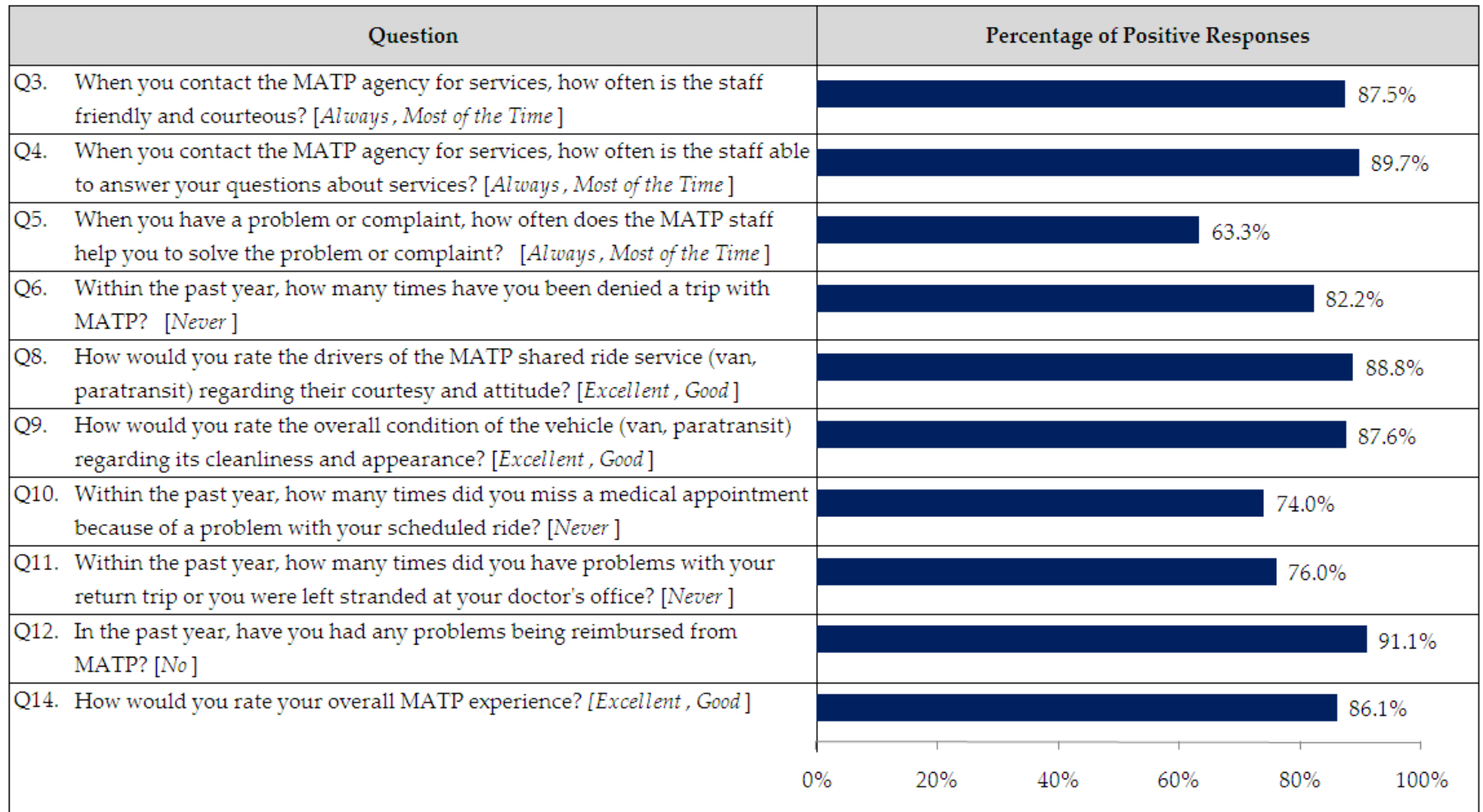
In this section, we present a summary of the results of the User and Non-User MATP surveys.

A. User Survey Results

User survey results indicate that MATP Users are generally very satisfied with all facets of the MATP. Users responded positively to almost all of the quality-related questions included in the survey. Figure 3 provides a summary of these results.

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Figure 3: User Survey Quality Indicator Responses



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Quality Indicators are Overwhelmingly Positive

As shown in Figure 3 above, over 86 percent of Users rated their overall MATP experience as “Excellent” or “Good.” Additionally, Users also rated MATP staff, timeliness of services and vehicle conditions very highly. Specifically for Question 5, *When you have a problem or complaint, how often does the MATP staff help you to solve the problem or complaint?*, it is also important to note that the responses only pertain to those Users who had a complaint about the MATP. Fifty-seven percent of responses to this question indicate that the User has not complained at all.

Opportunities for Improvement

The User survey results did indicate that the Department may need to work with county MATP agencies to re-emphasize the requirement for counties to mail denial letters with appeal information in the event that the agency denies a trip. Of the Users who were denied a trip with MATP during the period July 2008 through June 2009, 79 percent indicated that they did not receive a denial letter with appeal information. It is important to note, however, that there are several situations where a county is not required to issue a denial letter, including when the denial is due to MA ineligibility and when the consumer requests a trip to a non-medical service.

Other User Characteristics

The remaining User survey questions provide insight into the services used by survey respondents and how they learned about the MATP:

- Shared Ride services were the most used mode of transportation among survey respondents (44 percent). Mileage reimbursement was the second most used mode of transportation (27 percent).
- Most survey respondents learned about the MATP through their caseworkers or the County Assistance Office (37 percent). Twenty-seven percent of Users learned about the MATP through friends.

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B. Non-User Survey Results

Results from the Non-User survey indicate that many of the Non-Users were not aware of the MATP. When asked whether Non-Users were aware of the MATP and the services it provides, 60 percent of respondents answered, “No.” However, this statistic should not be interpreted to imply that consumers have not had access to services, as Non-Users may have other means of transportation as indicated in the responses to the questions below.

- When Non-Users were asked why they have not used MATP services in the past year:
 - 44 percent indicated they had “Other Means”
 - 40 percent indicated they were “Unaware” of the program¹
 - 9 percent indicated they “Did Not Need” services
 - 4 percent indicated “Other”
 - Only 3 percent indicated that MATP services were “Too Hard” or “Inconvenient”
- Seventy-seven percent of Non-Users have never “missed or not scheduled” a medical appointment because they did not have transportation
- Just over half of the Non-Users surveyed requested that the Department send information on the MATP to them (51 percent)

V. NEXT STEPS


The Department will continue to build upon the generally positive results of the MATP surveys. Most Users find the MATP to be an invaluable, high-quality service, and the Department will continue to work to identify areas for improvement. The Department may consider sharing the survey results with each individual county so counties can address any issues that pertain specifically to them. Additionally, the Department will identify those individuals who requested MATP information and mail the information to them.

¹ This response differs from the 60 percent who responded “No” when asked whether they were aware of MATP because some of those who were unaware indicated they had “Other Means” or “Did Not Need” services.

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APPENDICES

Appendix 1: MATP User Survey



Commonwealth of Pennsylvania
Department of Public Welfare

Medical Assistance Transportation Program (MATP)

Survey

As a user of the Medical Assistance Transportation Program, we would like to know your feelings about the service. We are asking you to fill out this survey to help us make the MATP program better in your county and across Pennsylvania.

We cannot link any of the information to you or anyone in your family. We will only share the general results with your county program.

You may see a number on the cover of this survey. We **ONLY** use this number to let us know if you returned your survey form so we do not have to send you reminders.

SURVEY INSTRUCTIONS

Please answer all the questions that apply to you by checking the box to the left of your answer, like the example below.

Yes
 No

Please complete the survey based on your own experiences.

If you are the parent or guardian of a child who uses MATP services, please complete the survey based on your child's experiences.

Please return your completed survey in the enclosed self-addressed stamped envelope by 06/10/2010

Have a question about this survey?
Call 1-877-530-0916 toll free, Monday – Friday between 9:00AM and 3:00PM.

1. What MATP service(s) do you use? (please check all types of travel you use)


- ¹ Mileage Reimbursement
- ² Shared Ride (van, paratransit)
- ³ Public Transit (bus, train)
- ⁴ Other (taxi, volunteer)

2. How or from what source did you learn about the MATP program?

- ¹ A friend, relative or neighbor
- ² A doctor, nurse or dentist
- ³ A caseworker or County Assistance Office
- ⁴ Your HealthChoices or ACCESS Plus Member Handbook
- ⁵ A pamphlet or brochure
- ⁶ The radio or television
- ⁷ The public health department
- ⁸ Other – Please specify:





3. When you contact the MATP agency for services, how often is the staff friendly and courteous?

- ¹ Never
- ² Rarely
- ³ Sometimes
- ⁴ Most of the time



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Appendix 1: MATP User Survey (Continued)

<p>5 <input type="checkbox"/> Always</p> <p>4. When you contact the MATP agency for services, how often is the staff able to answer your questions about services?</p> <p>1 <input type="checkbox"/> Never 2 <input type="checkbox"/> Rarely 3 <input type="checkbox"/> Sometimes 4 <input type="checkbox"/> Most of the time 5 <input type="checkbox"/> Always</p>	<p>8. How would you rate the drivers of the MATP Shared Ride service (van, paratransit) regarding their courtesy and attitude? → If you don't use shared ride, skip to Question 10</p> <p>00 <input type="checkbox"/> Excellent 01 <input type="checkbox"/> Good 02 <input type="checkbox"/> Fair 03 <input type="checkbox"/> Poor</p>	<p>5 <input type="checkbox"/> 10 or more</p> <p>12. In the past year, have you had any problems being reimbursed from MATP?</p> <p>1 <input type="checkbox"/> Yes 2 <input type="checkbox"/> No → If No, skip to Question 15</p>
<p>5. When you have a problem or complaint, how often does the MATP staff help you to solve the problem or complaint?</p> <p>1 <input type="checkbox"/> Never 2 <input type="checkbox"/> Rarely 3 <input type="checkbox"/> Sometimes 4 <input type="checkbox"/> Most of the time 5 <input type="checkbox"/> Always</p> <p>6 <input type="checkbox"/> I have not made any complaints about MATP services</p> 	<p>9. How would you rate the overall condition of the vehicle (van, paratransit) regarding its cleanliness and appearance?</p> <p>00 <input type="checkbox"/> Excellent 01 <input type="checkbox"/> Good 02 <input type="checkbox"/> Fair 03 <input type="checkbox"/> Poor</p> 	<p>13. If you have had any problems being reimbursed from MATP, describe your problem:</p> <p>_____</p> <p>_____</p> <p>_____</p>
<p>6. Within the past year, how many times have you been denied a trip with MATP?</p> <p>1 <input type="checkbox"/> 0 (Never) 2 <input type="checkbox"/> 1 to 3 3 <input type="checkbox"/> 4 to 6 4 <input type="checkbox"/> 7 to 9 5 <input type="checkbox"/> 10 or more</p>	<p>10. Within the past year, how many times did you miss a medical appointment because of a problem with your scheduled ride?</p> <p>1 <input type="checkbox"/> 0 (Never) 2 <input type="checkbox"/> 1 to 3 3 <input type="checkbox"/> 4 to 6 4 <input type="checkbox"/> 7 to 9 5 <input type="checkbox"/> 10 or more</p>	<p>14. How would you rate your overall MATP experience?</p> <p>00 <input type="checkbox"/> Excellent 01 <input type="checkbox"/> Good 02 <input type="checkbox"/> Fair 03 <input type="checkbox"/> Poor</p> 
<p>7. If you were denied a trip in the past year, how many times did you get a denial letter from MATP with appeal information?</p> <p>1 <input type="checkbox"/> 0 (Never) 2 <input type="checkbox"/> 1 to 3 3 <input type="checkbox"/> 4 to 6 4 <input type="checkbox"/> 7 to 9 5 <input type="checkbox"/> 10 or more</p> 	<p>11. Within the past year, how many times did you have problems with your return trip or you were left stranded at your doctor's office?</p> <p>1 <input type="checkbox"/> 0 (Never) 2 <input type="checkbox"/> 1 to 3 3 <input type="checkbox"/> 4 to 6 4 <input type="checkbox"/> 7 to 9</p>	<p>15. Please provide comments below about any suggestions you have for improving the MATP in your area. If additional sheets are required, please attach.</p> <p>_____</p> <p>_____</p> <p>_____</p> <p>_____</p> <p>_____</p> <p>_____</p> <p>_____</p>

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Appendix 2: MATP Non-User Survey

Commonwealth of Pennsylvania
Department of Public Welfare
Medical Assistance Transportation Program (MATP)
Program Survey

The Medical Assistance Transportation Program (MATP) provides help for Medical Assistance (MA) recipients who have no transportation to get to their medical appointments. The program can help arrange van service, help pay for gas (mileage reimbursement), or help pay for public transportation (bus or train service). MA recipients can possibly receive this service by contacting their county MATP office.

As a MA recipient, we have noted that you have not used MATP in the last year. We are asking you to fill out this survey to help us know if your MATP county office has done a good job in letting people in the county know about the program.

We cannot link any of your answers to you or anyone in your family. We will only share the general results with your county program.

You may see a number on the cover of this survey. We ONLY use this number to let us know if you returned your survey form so we do not have to send you reminders.

SURVEY INSTRUCTIONS

- Please answer all the questions by checking the box to the left of your answer, like the below example.
 Yes
 No
- Please complete the survey based on your own experiences.
- Please return your completed survey in the enclosed self-addressed stamped envelope by (06/10/2010).
- Have a question about this survey? Please call 1-877-530-0916 toll free, Monday – Friday between 9:00AM and 3:00PM.



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Appendix 2: MATP Non-User Survey (Continued)

1. Are you aware of the Medical Assistance Transportation Program (MATP) and the services it provides?

¹ Yes

² No

2. Have you ever used MATP services before this year (2010)?

¹ Yes

² No

3. If you have not used MATP services in the past year, please indicate why (please check all reasons):

¹ Unaware of the MATP

² MATP application process is too hard or inconvenient

³ MATP services are inconvenient

⁴ Have other means of transportation

⁵ Did not need medical services

⁶ Other – Please specify:

4. If you have not used MATP services in the past year, how many times have you missed or not scheduled medical appointments because you did not have transportation?

¹ 0 (Never)

² 1 to 3

³ 4 to 6

⁴ 7 to 9

⁵ 10 or more

5. Would you like information sent to you regarding the MATP program?

¹ Yes

² No

Thank you for taking the time to answer our survey!