

MEDICAL ASSISTANCE TRANSPORTATION PROGRAM: WAIVER REQUEST FORM

DATE

SEPTEMBER 9, 2009

<p>Name of Requestor/Contact</p>	<p>Deb Cramer</p>	<p>Phone #</p>	<p>814-641-6408 ext. 116</p>	<p>Date of Approval</p>	<p>November 1, 2009</p>
<p>Requesting County(ies)/ Corporation</p>	<p>Huntingdon County</p>				
<p>Please cite the requirement for which a waiver is being sought (from the "Scope of Services")</p>	<p>Paratransit One Hour rule. "Consumers shall be dropped off at the medical provider's office no more than one hour prior to the medical appointment. After the medical visit, consumers shall be picked up not more than one hour later."</p>				
<p>Briefly describe the efficiencies and/or service enhancements that will result from the waiver</p>	<p>Our local CART service through the Area on Aging has been providing our paratransit trips for clients to MA providers located in Huntingdon County and out of county MA providers located in Mifflin, Centre and Blair counties on a daily basis since 1991. The repeated daily trips to these rural MA providers have produced a large financial hardship for our agency and an inconvenience to our clients. Once clients were delivered to their scheduled MA appointment, CART would wait for return pick up calls. It was impossible to know when a client would be ready for pick up due to the nature of his/her appointment. Clients did not know when the van was coming and they were limited on using restroom facilities or getting food, or just leaving the reception area in fear they would miss the van pick-up. The out of county trips are all at least a 40 mile radius of Huntingdon County. Providing a regularly scheduled van service on a daily basis and scheduled times of return will allow clients to know the scheduled times they will be picked up and returned to their residence.</p>				
<p>Briefly describe the proposed alternative procedure</p>	<p>Huntingdon county consumers would be asked to schedule appointments between 8:00 a.m. and 12:00 p.m. Monday thru Friday for out of county trips to Centre, Mifflin, and Blair counties within 24 hours of their appointment time. Scheduling will be done the day before the trip runs and will be based upon the scheduled appointments within the time window for that day. Return times will be scheduled to minimize consumer wait time (at no time will a consumer be required to wait longer that two and one-half hours) and maximize MATP resources. Multiple trips will be scheduled when necessary to assure that no consumer experiences inordinate waits either before or after their actual appointment time. Consumers are returned to Huntingdon County by 1:00 p.m. or at the conclusion of the last appointment.</p>				
<p>Approximately how many consumers will be affected?</p>	<p>200</p>	<p>How will they be affected? What change, if any, will result in the level of service?</p>	<p>By continuing to use CART van service for out of county trips this will lower the overall costs per person and consumers will have a more structured schedule to follow. CART is the only MA transportation provider that provides a paratransit service for Huntingdon County. All other MA transportation providers utilized to provide transportation for clients serve as individual service at a much higher costs.</p>		
<p>Projected savings</p>	<p>\$50,880</p>	<p>How were these savings calculated? Identify assumptions (i.e., fewer trips, shorter trips, shorter wait times)</p>	<p>Savings were calculated a rate of \$120/per round trip if customers were transported by MA provider (providing an exclusive trip) other than CART 530 trips (round trip) X \$120 = \$63,600 CART provides transportation for customers per trip (Providing a paratransit service) at a rate of \$24/per round trip per customer = \$12,720. This is a savings of \$50,880</p>		
<p>How will the savings be used?</p>	<p>Due to unexpected increases in enrollments, increase in out of county trips and an overall increase in summer transportation expenses, any savings in costs will be directly used to continue client transportation services in whatever mode necessary.</p>				
<p>Briefly describe the exception process for consumers who cannot be accommodated by the new requirement</p>	<p>If a consumer is not able to schedule their medical appointment on the days and times scheduled for out of county trips, different accommodations are made to ensure the customer obtains transportation to meet his/her needs. We currently sub-contract with various transportation providers. We contact each provider and request a quote from them for the transportation costs for that specific trip. The lowest quote is accepted and trip is scheduled. Some examples: Appointments can not be made on a date that doctor is available; CART van service not available due to time of day service requested. Consumers are encouraged to make every effort to use the CART van service as a means of out of county transportation to be cost efficient.</p>				

Briefly describe any local input in this waiver proposal, i.e., consumers, medical providers, etc.

During routine monthly meetings with our local county commissioners, we have discussed the problem with meeting the one- hour rule. Huntingdon County is a very rural county and efforts have been made with transportation and medical providers to ensure consumers do not have extended wait times. Customer satisfaction surveys have been completed and when asked about the wait time, there have been minimal complaints over the years.