



COMMONWEALTH OF PENNSYLVANIA

February 1, 2022

Senate Committee on Aging
Senate Committee on Appropriations
Senate Committee on Health & Human Services
Senate Committee on Transportation
House Committee on Aging
House Committee on Appropriations
House Committee on Health
House Committee on Human Services
House Committee on Transportation

Dear Chairperson:

As discussed in our letter of December 13, 2019 regarding our commitment to explore options for the administration and service delivery of the Medical Assistance Transportation Program (MATP), we are pleased to present a summary of the efforts put forth by the Medical Assistance Transportation Program Stakeholder Input and Options Analysis Workgroup (the Workgroup). The enclosed report includes various recommendations that the Workgroup feels could improve the structure, administration, and service delivery of the MATP.

Research efforts resulted in the Workgroup recommending the following that may improve program operations:

- **MATP Collaboration** – Human Services Transportation (HST) organizations work together within counties to create a shared vision and achieve common goals.
- **MATP/Shared-Ride Coordination** – Increase coordination between MATP and shared-ride coordinators in counties where they are different.
- **MATP/HST Coordination** – Relevant state agencies coordinate with each other before making decisions that have the potential to significantly impact HST.
- **Statewide Standards** - Review and develop statewide service standards with the goal of streamlining functions across the state while enhancing consumer and stakeholder experiences where possible.
- **Standardize Processes** – Standardize MATP processes, such as the application, needs assessment, verification, scheduling, vehicle tracking, and data collection across the state.
- **Technology** – Review and address the technology needs of MATP providers, develop technology-related goals, and create a plan to achieve these goals
- **Communication** – Continue to enhance and increase communication with MATP providers, stakeholders, and consumers. Feedback from a recent county survey and listening sessions showed appreciation for the opportunity to provide input about the MATP.

Additionally, the Workgroup also researched the program's current structure and recommends the following:

- **Broker** – DHS should use the state's only current broker model, located in Philadelphia County as a control area and conduct a broker model study in one small, urban county.
- **Hybrid Service Delivery** –The hybrid model may allow for more flexibility in MATP administration and positively address the management, fiscal, oversight and stakeholder components and challenges.
- **Direct Contracts** – There are 13 counties that do not administer the MATP. In these counties, DHS contracts directly with transit agencies. DHS should issue an RFA to procure non-emergency medical transportation services in these counties unless the county would agree to resume responsibility for MATP.

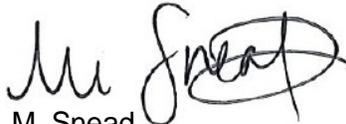
The Departments of Human Services (DHS), Aging and Transportation support the recommendations of the Workgroup, with one exception. At this time, the Departments will not implement the recommendation to conduct a broker model study in Lehigh County. Instead, the Departments will continue to research the feasibility of this recommendation and further analyze data to identify and assess potential sites to conduct the broker model study. While that research takes place, the Departments will work to implement the other recommendations of the Workgroup contained in the enclosed report.

If you have any questions concerning the Analysis or require additional information, please contact Ms. Kristin Crawford, Director, DHS, Office of Legislative Affairs, at (717) 783-2554.

Sincerely,



Robert Torres
Secretary
Department of Aging



M. Snead
Acting Secretary
Department of Human
Services



Yassmin Gramian, P.E.
Secretary
Department of
Transportation

c: Committee Members

Enclosure