MATP
Quarterly Administrators Session

Commonwealth of Pennsylvania
Department of Human Services

January 28th, 2026

Pennsylvania
Department of Human Services

Welcome & Overview

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Agenda

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Meeting Etiquette Reminder

Please **Refrain from the use of AI**

Please make sure your **microphone is muted** when not speaking

During the presentation, please feel free to **add your questions in the chat window**

During the Q&A session, please use the **'raise hand'** feature to ask a question *or* continue to utilize the chat

TEAMS GUIDE

Post Q & A

Raise Hand

Camera on/off

Mute (on/off)

Leave

Quarterly MATP Administrators' Calls: Purpose

Purpose

- Provide a regular forum to share program and fiscal information with MATP administrators and gather feedback from participants.

- Gain knowledge, receive and/or provide technical assistance and increase connections across the MATP network.

Hosts

- **Gwendolyn Zander**, Bureau Director, Managed Care Operations

- **Kristen Figueroa**, Division Director, Division of Monitoring & Compliance

- **Rebekah Leiphart**, Director, Medical Assistance Transportation Program, Office of Medical Assistance Programs, *(OMAP)*

- **Christopher Stout**, Medical Assistance Transportation Program Supervisor, Office of Medical Assistance Programs, *(OMAP)*

- **Bree Zappe,** Assistant Director, Bureau of Fiscal Management, Office of Medical Assistance Programs, *(OMAP)*

- **Amy Brandt**, Director, Division of Budgets & Contracts, Bureau of Fiscal Management, Office of Medical Assistance Programs, *(OMAP)*

- **Tauseef Farooqi**, Fiscal Management Specialist 2, Bureau of Fiscal Management, Office of Medical Assistance Programs, *(OMAP)*

- **John Taylor**, PennDOT Manager of Planning and Technology

Topics for future calls will vary and continue to be responsive to questions and feedback from participants. Suggestions are welcomed!

2025 Accomplishments

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Accomplishments

Below is a snapshot of the **major accomplishments and initiatives** we successfully delivered in 2025!

Current List of Accomplishments:

- ✓ Revamped Program Standards Review (PSR) Process
- ✓ Developed MATP Model Training and Administrator Education
- ✓ Onboarded New Team Members
- ✓ Transitioned to EDIaaS
- ✓ Added Psychiatric Rehabilitation as a Covered Service
- ✓ Incorporated Feedback from Quarterly Administrator Calls
- ✓ Restructured County Meetings
- ✓ Reviewed Final Draft of New Standards and Guidelines Document
- ✓ Enhanced Complaint Reporting for Ongoing Monitoring
- ✓ Completed template for PRS trip tracking

- ✓ Managed Hearings and Appeals: RA Account, Toll-Free Number, and Expedited Requests
- ✓ Updated HIPAA Forms
- ✓ Revised Health Choices Agreement Language
- ✓ Refreshed Public Marketing Materials
- ✓ Completed Wireframe for Mileage Reimbursement Application (FMRA)
- ✓ Incorporated HIPAA Form into FMRA, with Implementation Anticipated for 2026
- ✓ Enhanced and Delivered MATP Basic Presentations to Providers, Administrators, and Local Community Stakeholders
- ✓ Submitted FY26-27 MATP budget inclusive of PRS trips

The MATP provides NEMT to Pennsylvania residents with **medical assistance and unmet transportation needs**. Together, we are **improving access to care** and helping our neighbors achieve better health.

~4,089,107
MATP Trips Delivered in FY24-25

~78,496
MATP Consumers Served in FY24-25

MATP Trips Delivered by Mode in FY24-25

~2,288,910
Paratransit

~1,129,783
Mass Transit

~660,221
Reimbursement

Numbers shown above are from reporting **period FY24-25** (July 2024 – June 2025). Data sources include **Reconciliation, Direct Contract, and Broker Reports.**

General Reminders and Updates

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✔ If an otherwise eligible MATP consumer <u>cannot</u> have a trip(s) accommodated, assume a <u>referral is needed.</u>

✔ Referrals are not just for things like stretchers and ventilators but can also be used for situations identified as Exceptional Transportation.

✔ If a consumer is in an MCO, the referral <u>must</u> go from MATP to the MCO.

✔ Review and save the Referrals Ops Memo & Form by clicking here.

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TRANSPORTATION REFERRAL FORM

New Section

I. Referral to:

☐County Assistance Office (CAO)	☐Health Choices Managed Care Organization (HC-MCO)	☐Community HealthtChoices Managed Care Organization (CHC-MCO)	☐ County MATP Agency
Select One	Select One	Select One	Select One

II. Individual's Contact Information:

First Name		Last Name	
Date of Birth		MA ID	

Street Address	Apartment #	City	State
			Select

Zip Code	County	Phone Number
	Select One	

Responsible Party's Name	Responsible Party's Phone Number

Does the individual need specialized mode of transportation? ☐ No | ☐ Yes If yes, mode?_____

Does the individual need an escort? ☐ No | ☐ Yes

Does the individual need an interpreter? ☐ No | ☐ Yes If yes, what language?_____

MATP: **Referrals**

PH-HealthChoices agreement language was **updated** regarding the MATP referrals process.

CURRENT PROCESS
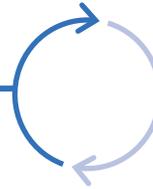
- MATP Administrators may refer Physical HealthChoices members to their Managed Care Organization (MCO) when medically necessary non-emergency ambulance or stretcher transportation is needed and cannot be provided directly.

- If unable to provide transportation after exploring local resources, the MATP Administrator completes the MA 583 Transportation Referral Form (available on the MATP website under Provider Forms) and sends it to the PH-MCO's Enhanced Member Support Unit (EMSU) mailbox.

UPDATED LANGUAGE

- PH-MCO reviews referrals and determines medical necessity **within 2 business days** of receiving all required documents.

- If not approved: The completed referral—attached to the MATP Administrator's email—is sent to the CAO resource account (and MATP Administrator) for Medical Transportation Allowance (MTA) consideration, **within 2 business days**.

- Within two (2) business days of receipt of all required documentation and provide notification of the determination to both the consumer and MATP Administrator. Notification to the consumer must include, at minimum, a letter informing the consumer of determination and any applicable next steps.

- All denials are sent to the appropriate CAO **within 2 business days** of the initial referral.

- CAO resource accounts are listed on the MATP website under Provider Information: CAO Resource Accounts

General Reminders: **Covered and Non-Covered Services**

Covered Services have been **updated** to include "Psychiatric Rehabilitation Services, to include Site-Based and Clubhouse."

- An OPS Memo will be issued to formally outline the inclusion of Psychiatric Rehabilitation Services and to clarify guidelines for transportation to urgent care and walk-in clinic settings.

List of covered and non-covered services

💡 **Select the photo to navigate to the MATP website.**

An **updated MATP Brochure** will be posted on the MATP website and can be used to support **community outreach efforts**.

WITH MATP, YOU'LL BE GOING PLACES

You can use MATP to get to most health care services covered by Medicaid Assistance (Medicaid). You can get a ride to appointments with your doctor, dentist, psychologist, drug and alcohol treat clinic, or any other Medicaid provider. You can also use MATP to go to the pharmacy for prescriptions, hospital for tests, or medical equipment suppliers.

* Please note: Typically, transportation must be within your MATP Agency's service area. MATP agencies must follow state and federal directives.

WHAT IS **MATP?**

If you or anyone in your family receives Medicaid, and you have an unmet transportation need, you may be able to get help getting to and from your medical appointments. MATP provides rides to medial care at no cost to you.

PA

PUBLIC TRANSPORTATION

MILEAGLE REIMBURSEMENT

PARATRANSIT SERVICES

ACCESS TO THE CARE AND TREATMENTS YOU NEED!

Learn more at the MATP website:

matp.pa.gov

Scan & Learn
Use your mobile device to scan the QR code to go to the MATP website.

PUB 629 11/25

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MEDICAL ASSISTANCE TRANSPORTATION PROGRAM

MATP

APPLY NOW

Online

Apply using the Find My Ride website at **findmyride.penndot.pa.gov**

By Phone or In Person

Contact your local county MATP agency. To find your local agency, go to findmyride.penndot.pa.gov

WHAT DO I **NEED TO DO?**

- Complete the application. You'll need to provide personal information, such as any particular need you may have.

- If you need help filling out the application, your county MATP office can assist you.

- Once received, the MATP office will explain the program and how to schedule rides. You may use MATP for up to 30 days before your application is approved.

Learn more at the MATP website:

matp.pa.gov

IMPORTANT: *Depending on your situation and what providers you see; certain limits may apply to how far you can go to appointments.*

SERVICES

HOW ARE SERVICES PROVIDED?

MATP provides rides in the least costly and most appropriate way to meet your needs. Depending on where you need to go, MATP can arrange a ride for you using vans, taxis, or accessible vehicles for persons with disabilities.

If you can ride a bus, and do not live far from the bus route, you may be reimbursed for the cost of riding the bus or receive bus tickets or passes.

If you own a car or have access to one, the MATP may be able to reimburse you at a specified rate for mileage and any parking and toll costs involved in your trip.

DOOR-TO-DOOR SERVICE

When you get a ride through MATP, you are picked up at the curb. If you have any disabilities or limitations that keep you from getting to the curb, the MATP is required to provide door-to-door service, when the need is medically verified.

DO I RIDE ALONE?

You will usually ride with other passengers.

An MATP-eligible child, under the age of 18, can be accompanied by a parent or guardian at no cost to you. Also, an escort may accompany anyone on a trip when independent travel is not possible due to age, disability, language, or when the escort is verified necessary for the recipient to secure medical examinations and treatment

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Administrators must use the **Eligibility Verification System** to verify MA eligibility and complete required provider enrollment to ensure uninterrupted system access.

PROMISe Provider Enrollment

Verifying Member Eligibility

- As per S&G, **"The Grantee shall use the Department's Eligibility Verification System (EVS) to verify MA eligibility"** (Pg.27, Verify Eligibility and Need, S&G).
- MATP Administrators **must enroll with the 55/267/FFS Provider Eligibility Program** to ensure full capability for eligibility checks.
- MATP Administrators **should not continue using the out-of-network number** to determine MATP consumer eligibility.

EDI+

Registering for the New EDI+ System

- The existing Web BBS platform is being phased out and replaced with a new system called EDI+.
- Two step process to be able to use the EDI+ system:
  1. **Submit an application** to be enrolled as MA eligible provider in PROMISe.
  2. Once your application has been processed, and you have your 13-digit PROMISe Provider ID, **complete your EDI+ registration.**

Press Box

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State and Federal legislative and policy updates, as of **Jan 28th, 2026:**

Pennsylvania:

▼ **Bulletin Guidance**
- How to Find and Review Bulletins
- Limited English Proficiency (LEP) Guidance

Commonwealth of PA Website

MA Bulletin Guidance

Newly **added MA Bulletins** can be found on [What's New at OMAP](#) on the PA Gov website

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Medical Assistance BULLETIN

ISSUE DATE	EFFECTIVE DATE	NUMBER
December 30, 2025	December 30, 2025	99-25-09

SUBJECT	BY
Updates to Limited English Proficiency Requirements	Sally Kozak Sally Kozak Deputy Secretary Office of Medical Assistance Programs

IMPORTANT REMINDER: All providers must revalidate the Medical Assistance (MA) enrollment of each service location every 5 years. Providers should log into PROMISe to check the revalidation dates of each service location and submit revalidation applications at least 60 days prior to the revalidation dates. Enrollment (revalidation) applications may be found at: https://www.pa.gov/en/agencies/dhs/resources/for-providers/provider-enrollment-information/provider-enrollment-documents.html.

PURPOSE:

The purpose of this bulletin is to advise providers of updates to the LEP requirements and to issue a revised top 15 non-English language Notices of Availability document. Additionally, this bulletin reminds providers of their responsibility to provide interpretation and translation services free of charge to all individuals with Limited English Proficiency (LEP), vision limitations, and/or auditory limitations, and the federal guidelines that must be followed to accomplish this.

LEP MA Bulletin #

Bulletin # Guidance:

- Provider type for applicability
  - 55-vendor
  - 267-non-emergency transportation
  - 99 – all provider types

Newly Added MA Bulletin:

- Limited English Proficiency (LEP) Guidance

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State and Federal legislative and policy updates, as of **Jan 28th, 2026:**

Pennsylvania:

▼ **MATP Broker Analysis Report**

The State Legislature requested the Department to **conduct a study** regarding the use of a brokerage model to provide NEMT services to eligible and enrolled MA recipients.

ℹ️

To access the original Bill and legislative requirements, click here!

Legislative Request for Broker Analysis

The State Legislature requested the Department to **conduct a study** regarding the use of a brokerage model to provide NEMT services to eligible and enrolled MA recipients.

The study shall provide all of the following:

1. An analysis of current federal and state laws, regulations and policies controlling the nonemergency medical transportation and other human services transportation programs administered in this commonwealth, including the authorized methods of delivery and limitations or restrictions imposed on the methods of delivery.
2. An analysis of the effectiveness and efficiency of the current nonemergency transportation service delivery as it relates to each human service program in this commonwealth.
3. A review of other states' models of delivering nonemergency medical and other human services transportation, including the number of other states that utilize a brokerage model and the effect a brokerage model has had on public transit in those states.
4. An analysis of the positive and negative impact of maintaining the current transportation delivery model versus implementing a brokerage model as it relates to the state and local government entities, including financial impact.
5. An analysis of the impact on consumers, including an increase or decrease in quality and service availability.

The study shall be completed no later than 180 days from the effective date of this subsection and be delivered to the following:

(1) the secretary of aging.
(2) the secretary of human services.
(3) the secretary of transportation.
(4) the chairperson and minority chairperson of the appropriations committee of the senate.
(5) the chairperson and minority chairperson of the appropriations committee of the house of representatives.
(6) the chairperson and minority chairperson of the health and human services committee of the senate.
(7) the chairperson and minority chairperson of the health committee of the house of representatives.

To access the original Bill and legislative requirements, click here!

2/27 - Last day for submission

5/11 - Report due date

January '26	February '26	March '26	April '26	May '26
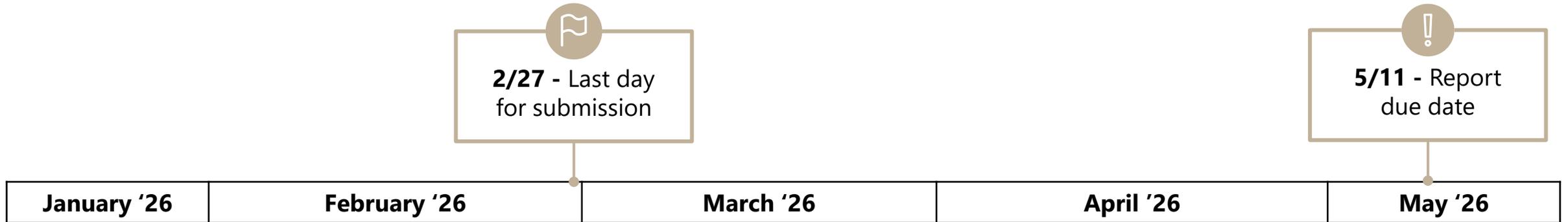
Update Process

☐ Leverage previous analysis and combine into one template
☐ Notify and send materials to Co-Authors
☐ Conduct Kickoff Meetings (2/3 & 2/6)
☐ Receive updates from Co-Authors (cutoff: 2/27)

Review & Feedback Process

☐ Compile all updates
☐ Send Draft Report to contributing stakeholders for review and feedback
☐ Receive updates from contributing stakeholders (mid-April)
☐ Host **two** listening sessions to allow stakeholders to provide input in a live discussion format

Finalizing/Publishing

☐ Conduct final reviews
☐ Incorporate final feedback and obtain approval through the executive review process
☐ Finalize the report and package materials for submission
☐ Send to Legislature

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State and Federal legislative and policy updates, as of **Jan 28th, 2026:**

Federal Guidance:

▼ **We continue to monitor all Commonwealth and Federal updates and will provide additional guidance when available**

Psychiatric Rehabilitation Services

Psychiatric Rehabilitation Services (PRS) Updates

State Plan Amendment (SPA) was submitted to the State

- Currently going through the CMS approval process, however implementation took place on **1/1/2026**

Transition Efforts

✓ DHS MATP provided notice of the initiative during the **January QA call on 1/22/2025**

✓ DHS MATP captured PRS trips in the County budgets based on anticipated claims data and procedural codes from the Mercer report

✓ DHS MATP estimated additional costs and allocated a FY25-26 budget increase, which will be reflected in each County's initial FY25-26 allocation letter

✓ DHS MATP provided data and transitional planning support during the **July QA call on 7/30/2025**

✓ DHS MATP Provided a comprehensive list of Administrators contact information to PRS providers to explore possible subcontracting opportunities

✓ DHS MATP generated and provided individualized County reports to Administrators, which included specific data analysis representative of each distinct area of responsibility from early **August** through **September**.

✓ DHS MATP facilitated a presentation with OMHSAS, on **10/23/2025**, with BH-MCOs, Primary Contractors, and PRS Providers regarding PRS transportation transitioning to a State Plan covered service under MATP

✓ DHS MATP Distributed draft language to BH-MCOs for member notices on the transition of services
  - Including application information, inclusive of Find My Ride (FMR) and County Admin contact information

✓ DHS MATP have provided and continue to provide updates and support during 1-on-1 MATP Administrator calls

ℹ When SPA is approved, both OMHSAS and MATP will issue an Ops Memo.

Appeals and Fair Hearings

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Hearings and Appeals Updates

- Ops Memo is in the final review process

- Incorporated an updated **expedited appeals process**

- Implemented a Hearings and Appeals RA email account RA-PWMATPHRNGSAPPLS@pa.gov

  - The options for Administrators to fax and mail Hearings and Appeals, will be replaced by the RA account to ensure timely filing.

- Safety Exceptions & the 10-Day Rule:

  - If a consumer is suspended or terminated from MATP due to safety concerns, services will be discontinued until the appeal is adjudicated.

  - Should the **consumer's appeal be sustained** by the **Bureau of Hearings and Appeals (BHA)**, they are **entitled to retroactive reimbursement** for the period during which they did not receive MATP covered transportation.

Spotlight: Transportation Planning as a Consideration of a Safe Hospital Discharge

MATP Hospital Discharges: **General Update**

PH-HealthChoices Agreement has been **updated** with language supporting MCO responsibilities and coordination efforts with MATP providers for hospital discharges.

> *The PH-MCO must ensure that hospitals arrange for safe conditions of hospital discharge that may accommodated by the MATP. If a hospital attempts to discharge a Member at a time of in a condition that MATP cannot accommodate, such as avert late at night or with a need for medical observation or excessive equipment's, the PH-MCO must either arrange for alternative transportation or cover additional time for a hospital stay until MATP can safely provide transportation.*

Overview of Feedback from MATP Administrators

- THANK YOU for responding to the questionnaire

Based on the responses, Counties overwhelmingly agreed that discharge trips run smoothly when:

1. MATP is notified early
2. Escort needs are addressed ahead of time
3. Hospitals understand MATP's transportation capabilities
4. Members who cannot coordinate their own discharge have support

Most common pain points for MATP Administrators:

1. Hospitals are calling too late
   - *Many Administrators said hospitals don't contact them until the patient is literally sitting, waiting to leave.*
2. Lead time is the biggest operational factor
   - *Administrators said they operate best when they receive at least 4-6 hours notice during normal business hours.*
3. Vendor capacity is limited, especially in rural areas
4. Member stability and post-procedural concerns
   - *Some Administrators noted that hospitals may release members who may still be medicated or unstable.*
5. Escort requirements cause delays

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We Want to Hear From You!

o   For hospitals that have experienced challenges, what specific pain points have they raised?

o   Is there anything you need from the Department to address those pain points? If so, what?

o   What success stories can you share about effective hospital coordination?

o   How did you develop your relationships with the hospitals?

o   How were initial introductions to hospitals made?

o   Do you have regular meetings with hospital partners?

o   What information do you typically share with them?

MATP Finance Update

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Complaint Reporting

- A new version of the Quarterly Cost reporting template and Direct Contract Invoice template with the Complaints sections have been rolled out to MATP Administrators.

- Optional TA sessions were held to review the updates.

Quarterly Cost Reporting Template

- A new version of the Quarterly Cost reporting template will be sent out with formula updates. This template is a separate update from the Quarterly Cost Report with the Complaint sections and will be effective starting in Q3.

Psychiatric Rehabilitation Reporting Template

- Counties will need to track and submit PRS trips using the standardized financial reporting template

- The template has been sent to all MATP administrators to begin tracking from 1/1/26

- Reporting is required for Q3 of FY25/26 and onwards

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Reminders

- Please submit Q2 Quarterly Cost Reports by January 30th.

- Quarterly Cost Reports must be submitted by the due dates to avoid delays in advanced payments. In case of a delay in submission, please submit a request for extension via email.

  ➢ RA-pwmatpfg@pa.gov

  ➢ tfarooqi@pa.gov

Reporting Timelines

Reporting & Agreements	Deadlines
Quarterly Cost Reporting:	
Quarter 1	Due 10/31
Quarter 2	Due 1/30
Quarter 3	Due 4/30
Quarter 4	Due 8/31
Monthly Trip Data	Due 45 days after month has ended

- When filling out the "Grantee Cost Report" sheet in the Quarterly Cost Report, make sure the "Group 1" and "Group 2" cost fields contain the appropriate values.

Q2 Quarterly Cost Report *(current)*

Total Costs		100,000	120,000	115,000	80,000	415,000
Total Costs by Group					
Group 1						0
Group 2		100,000	120,000	115,000	80,000	415,000
Total Costs		100,000	120,000	115,000	80,000	415,000

Q3 Quarterly Cost Report *(upcoming)*

Total Costs		100,000	120,000	115,000	80,000	415,000
Total Costs by Group					
Group 1		100.000	120.000	115.000	80.000	415,000
Group 2						0
Total Costs		100,000	120,000	115,000	80,000	415,000

PennDOT Update

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Find My Ride Schedule

- Statewide implementation

Find My Ride Apply

- Fix for multiple categories of eligibility (look back at last call for content)
- Integration of the HIPAA release form as part of the application

Find My Ride Mileage Reimbursement

- Currently in iterative cycles of development and testing within OMAP
- Jan 2027 – Administrators have opportunity for "hands-on" testing
- Feb 2027 is target for go-live
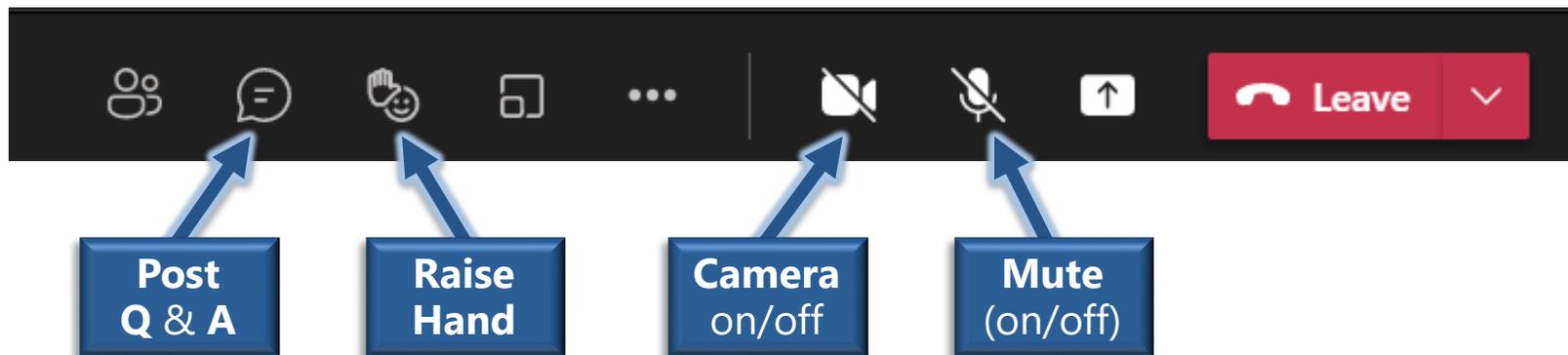- Planned pilot rollout

Q&A

**Do you have any additional questions *or* comments
about topics covered in today's session?**

Please use the Raise Hand function to ask a question or share a concern

TEAMS GUIDE

Post Q & A

Raise Hand

Camera on/off

Mute (on/off)

Thank You!

Email us with any suggestions or questions

- **Rebekah Leiphart: rleiphart@pa.gov**
- **Amy Brandt: amybrandt@pa.gov**
- **Chris Stout: chrstout@pa.gov**

Thank You!

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