

MATP

Quarterly Administrators Session

Commonwealth of Pennsylvania
Department of Human Services
November 12, 2025

www.dhs.pa.gov



Pennsylvania
Department of Human Services



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Welcome & Overview



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

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(on/off)

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)
- **Amy Brandt**, Director, Division of Budgets & Contracts, Bureau of Fiscal Management, Office of Medical Assistance Programs, (OMAP)
- **Xianming (Alex) Wang**, Program Analyst 3, Division of Hospital and Outpatient Rate Setting
- **John Taylor**, PennDOT Manager of Planning and Technology
- **Amy Stum**, Project Manager, PA Office of Administration | Infrastructure and Economic Development Delivery Center

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



General Reminders

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PSR

- Letter of Intent and In-Advance Information Request was distributed at the beginning of November for the selected Counties



Update DHS MATP Contact Information on Website

- Updated contact information and included Financial monitors, found here ([LINK](#))



Covered and Non-Covered Services

- Updated the covered and non-covered services list on the DHS MATP Website
- Specific callout: Urgent Care Clinics *are* a covered service ([LINK](#))
- Short-Notice- check language



EDIaaS

- Rollout began **10/2025**
- Thank you for hanging in there with us as we continue to navigate this rollout
- Please send feedback regarding this rollout process to your assigned Program Monitor and or the RA account
- More information is located on the following slides

Reminders

You should have submitted your ATN (Application transaction number) to the MATP RA account and your PM to expedite your enrollment



Once your application has been processed, and you have your 13-digit PA Provider ID, complete your EDI+ registration here promise_edi_helpdesk@gainwelltechnologies.com



When reaching out to Gainwell to complete the registration, please make sure to indicate that you're a MATP provider and include all pertinent contact information (Name, Phone, Email, Street, City, State, Zip for each county).

All Administrators that did not have a PA PROMISe ID, submitted a provider enrollment application under FFS, by 10/31



If you are having any issues with your application process, please use the following:



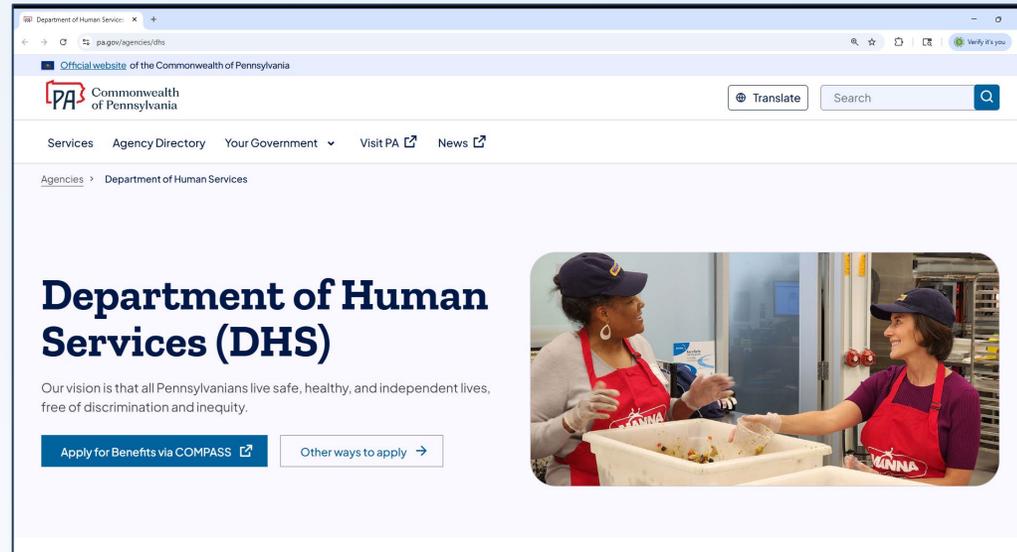
Phone number 1-800-537-8862



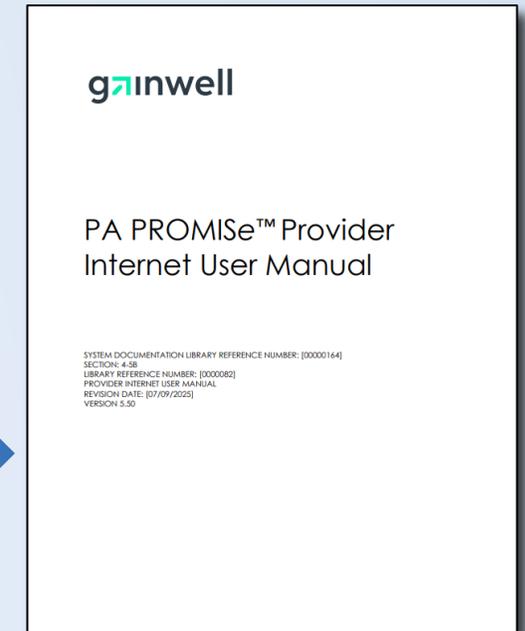
RA account ra-pwProvCHOW@pa.gov

Where to Find More Information:

- [EDlaaS Transition FAQ](#)
- [PROMISe Provider Page](#)



- This is the link to the Provider Internet Portal User Manual which contains helpful information on completing an electronic enrollment application and using the Internet Portal tools for enrolled/registered providers.
<http://promise.dhs.pa.gov/promisehelp/manuals/PROMISeProviderInternetUserManual.pdf>
- If you have issues or questions when submitting your application, reach out to the Provider Assistance Center at 1-800-248-2152.





All MATP Administrators

must enroll with the **55/267/FFS Provider Eligibility Program**

- ✓ Enrollment under FFS will ensure full capability for eligibility checks



Look for additional communications

regarding the Fee-For-Service (FFS) registration requirements for Administrators that had access through another provider designation to PROMISE



MATP is NOT exclusively a shared ride program



When determining the least costly and most appropriate mode of transportation for the trip, the **Administrator must consider many factors**. This includes any changes in the consumer's level of mobility, functional independence, physical and behavioral health, and the impact of disabilities or conditions since the initial mode determination.



Ongoing assessments will consider various factors, including the consumer's pick-up location, MA-covered service destination, mobility, functional independence, and other relevant aspects. MATP focuses on "**least costly, most appropriate**" mode assignment, but both of those aspects are weighted equally.



Shared-Ride paratransit is one of several options for Administrators to get MATP consumers to and from their MA-covered appointments. Paratransit is not only shared-ride, however, and may include taxi services or individual rides.



Page 55 of the MATP Standards and Guidelines explains, "**The Department recognizes some services are not shared-ride in nature** and are beyond the standard services provided for the public." Trips that include exclusive ride taxi/paratransit service, call or demand service, and long distance travel. These shall be considered when negotiating the per trip rate and shall be reported on the *Paratransit-Other* line of the Budget Projection report and Reconciliation Report.



Spotlight: Mileage Reimbursement

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This project will enable the option for Medicaid consumers to submit mileage reimbursement requests electronically. The Administrators will review and process **all** the mileage reimbursement requests electronically.

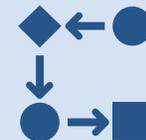


Will standardize processes within mileage reimbursement (*i.e., processing times*), to include the form used for submitting mileage reimbursement requests for MATP.

The project is standardizing the MR form and assessing other opportunities for process standardization and continuity of services.



After the initial implementation, opportunities to expand to other mode processes will be evaluated.



General Updates



Solicitation (*what was done, what is planned, who*)

- Initial request was made for all Administrators in July 2024
 - Included those who expressed interest in partaking in the working group
 - Focus was on process, defined requirements, and screen designs
- Looking forward
 - Jan 2027 timeframe to engage with MATP stakeholders
 - Testing
 - Consumer usability testing
 - Feedback for future enhancements
 - Opportunity for all, but looking for a singular point of contact from those who are interested
 - Will solicit responses closer to testing dates (see below)



Timeline (*when*)

- Currently in iterative cycles of development and testing within OMAP
- (Ex. Dev testing starts Oct 25- Dec 26/Jan 27- Administrators have opportunity for “hands-on” testing (i.e. nav)
- Feb 2027 is target for go-live)



Questions



Psychiatric Rehabilitation Services

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State Plan Amendment (SPA) was submitted to the State

- Currently going through the CMS approval process for tentative implementation of 1/1/2026



Communications Plan

- MATP and OMHSAS facilitated a presentation, on 10/23/2026, with BH-MCOs, Primary Contractors, and PRS Providers regarding PRS transportation transitioning to a State Plan covered service under MATP
- MATP provided a comprehensive list of Administrators contact information to Psych Rehab providers to explore possible subcontracting opportunities
- BH-MCOs will be providing Member notices on the transition of services
 - Including application information, including FMR and County Admin contact information
- When SPA is approved, OMHSAS will issue a Public Notice and MATP will issue an Ops Memo



Psychiatric Rehabilitation reporting template

- Counties will have to track and submit PRS trips using a standardized financial reporting template
- The template is in the final stages of review and will be sent to the counties soon
- Reporting will tentatively begin in Q3 of FY25/26



Hearings & Appeals Ops Memo

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Hearings and Appeals Updates

- Created and added a **1-800** Number
(Not disseminated yet due to it being on form)
- 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



Hearings and Appeals Reminders

- Oral Appeals and **current** Administrator responsibilities
- **Timeframe** requirements
- Forwarding Appeal copies to **DHS**



Press Box

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State and Federal legislative and policy updates, as of 11/12/2025

Update



• Federal:

- ✓ We continue to monitor all Federal updates and will provide additional guidance when available
- ✓ Federal Shutdown impacts



• Pennsylvania

- ✓ Pennsylvania Budget impacts
- ✓ 2025 Budget Impasse Stakeholder Letter





Quarterly Cost Report

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Updates to QCR Reporting



- ✓ Recognize this will be a shift from recent reporting efforts
- ✓ Re-introduce this reporting as it was previously included in QCRs and is a CMS requirement
- ✓ Bringing back as part of our ongoing effort to enhance continuous monitoring as a best practice



- ✓ Updated some categories, for organizational purposes, to more effectively bucket complaint types
- ✓ Created a new tab for Administrators to be able to write an expanded narrative



- ✓ Keep a look out for a revised Quarterly Cost Report and updated reporting requirements by the end of November
- ✓ DHS will set up times to meet with Counties to review the updates and answer any outstanding questions
- ✓ **Effective 3rd Quarter, March 2026**



MATP Finance Update

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- **MATP Financial Report templates**

- A new version of the Quarterly Cost reporting template has been rolled out to all county Administrators
- All prior fiscal year versions will not be accepted for submission
- This version of the Quarterly Cost reporting template differs from the future version to be sent out with the Complaints updates.





PennDOT Update

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Find My Ride Apply



HIPAA Form



Users

1. Citizen Users

- ✓ Applying for themselves
- ✓ Applying for others

2. Transit agency Users

3. Other Organization Users (i.e., Nursing Home)\

- Please Direct Questions to Rebekah and Chris -

Find My Ride Apply

Design Adjustment

Updating the current methodology on assessing consumers with multiple eligibility determinations

DHS is aware of an issue impacting some consumers eligibility status and are actively working to address the issue.

 **Reminder**

- ✓ Per the MATP S&G pg. 37, if a consumer maintains they are eligible for a service but is denied, it is required that Administrator's re-verify their eligibility with their local CAO before denying the request for service.



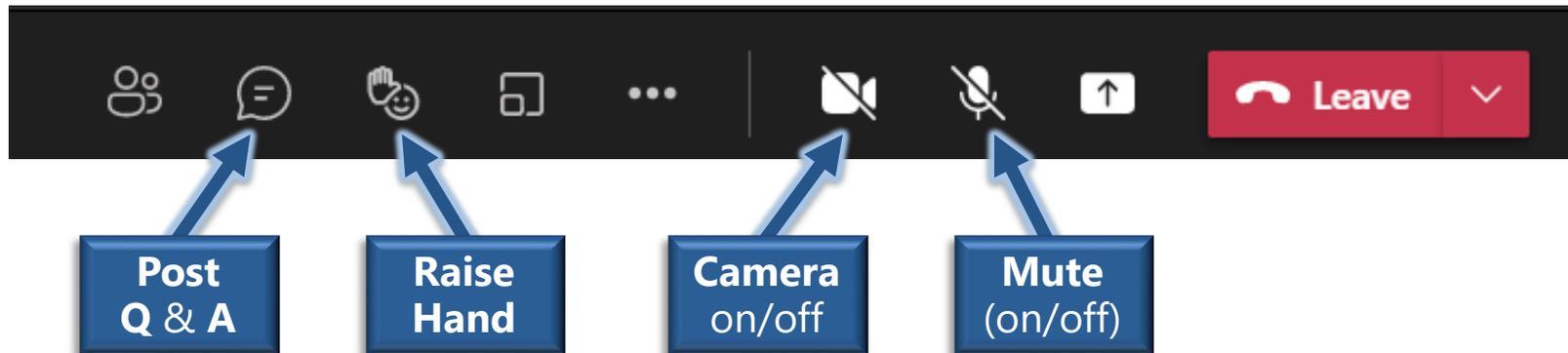
Q&A

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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





Email us with any suggestions or questions



- **Rebekah Leiphart:** rleiphart@pa.gov
- **Amy Brandt:** amybrandt@pa.gov
- **Chris Stout:** chrstout@pa.gov
- **Xianming (Alex) Wang:** xwang@pa.gov
- **John Taylor:** tjohn@pa.gov



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