

## Quarterly Administrators Call: 10/23/2024 9:00AM – 10:30AM

Topic	Speaker	Time	Duration
<b>Welcome &amp; Overview</b>	<b>Gwen</b>	9:00am – 9:05am	5 mins
<b>Administrative Topic 1</b> 1. HIPAA FAQ 2. Written Notice Ops Memo & Form	<b>Chris</b>	9:15am – 9:25am	5-10 mins
<b>Administrative Topic 2</b> Transportation to Medicare Appointments for CHC	<b>Chris</b>	9:25am – 9:30am	5 mins
<b>Administrative Topic 3</b> Nursing Home and Personal Care Home Transportation	<b>Daphne</b>	9:35am – 9:40am	5 mins
<b>Administrative Topic 4</b> PSR Peer-to-Peer	<b>Daphne</b>	9:40am – 9:45am	5 mins
<b>BFM:</b> Introductions <b>Administrative Topic 5</b> 1. Driver Retention Bonuses 2. Allocation Letter Distribution List 3. Mileage Reimbursement	<b>Amy Brandt</b>	10:00am - 10:05am	5 mins
<b>PennDOT:</b> Updates	<b>John Taylor</b>	10:05am – 10:05am	5 mins
<b>Q&amp;A</b>	<b>Gwen</b>	10:05am – 10:15am	10 mins
<b>Conclusion</b>	<b>Gwen</b>	10:15am – 10:20am	5 mins

Commonwealth of Pennsylvania  
Department of Human Services

# MATP Quarterly Administrators Session

October 23, 2024



For Q&A you can post in the Chat throughout today's presentation

# Welcome & Overview

For Q&A you can post in the Chat throughout today's presentation



*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

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## 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
- Daphne Simeonoff, Annuitant Program Manager
- Christopher Stout, Program Supervisor
- Amy Brandt, Director of Division of Budgets and Contracts
- 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!***

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## **Regarding potential regulatory conflicts with no specific end date listed:**

- Federal regulation states a statement of "... end of research study, none, or similar language is sufficient ...". The use of the term "Termination" on the form falls within that statute.

## **Regarding the HIV/AIDS section of the form:**

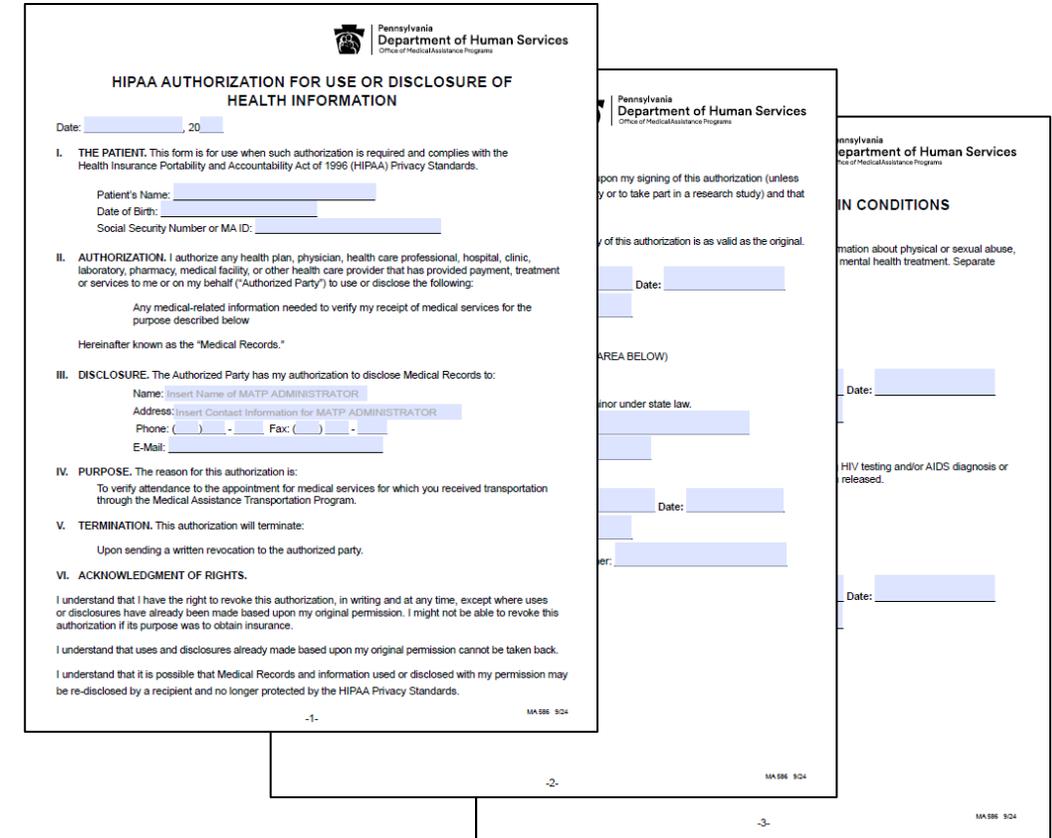
- If a consumer has previously provided information which indicates a provider that treats individuals with HIV/AIDS, confirming attendance for appointment verification would be tantamount to knowing the consumer's HIV/AIDS status.
- If a consumer **HAS NOT** provided this level of consent, the MATP Administrator should follow the standard verification protocols.

## **Regarding concerns with lack of specific recommendations for tracking and implementation methods:**

- DHS MATP has intentionally chosen not to dictate specific processes such as how to track whether a consumer has signed a release. These regulations have been in place for several years.

## **Regarding concerns about continuing to verify presently while the rollout continues:**

- Administrators are still responsible for adhering to the verification requirements set forth by DHS. Any specific concerns should be brought to the assigned Program Monitor for situational clarification.



**HIPAA AUTHORIZATION FOR USE OR DISCLOSURE OF HEALTH INFORMATION**

Date: \_\_\_\_\_, 20\_\_\_\_

**I. THE PATIENT.** This form is for use when such authorization is required and complies with the Health Insurance Portability and Accountability Act of 1996 (HIPAA) Privacy Standards.

Patient's Name: \_\_\_\_\_  
Date of Birth: \_\_\_\_\_  
Social Security Number or MA ID: \_\_\_\_\_

**II. AUTHORIZATION.** I authorize any health plan, physician, health care professional, hospital, clinic, laboratory, pharmacy, medical facility, or other health care provider that has provided payment, treatment or services to me or on my behalf ("Authorized Party") to use or disclose the following:

Any medical-related information needed to verify my receipt of medical services for the purpose described below

Hereinafter known as the "Medical Records."

**III. DISCLOSURE.** The Authorized Party has my authorization to disclose Medical Records to:

Name: Insert Name of MATP ADMINISTRATOR \_\_\_\_\_  
Address: Insert Contact Information for MATP ADMINISTRATOR \_\_\_\_\_  
Phone: (\_\_\_\_) \_\_\_\_ - \_\_\_\_ Fax: (\_\_\_\_) \_\_\_\_ - \_\_\_\_  
E-Mail: \_\_\_\_\_

**IV. PURPOSE.** The reason for this authorization is:

To verify attendance to the appointment for medical services for which you received transportation through the Medical Assistance Transportation Program.

**V. TERMINATION.** This authorization will terminate:

Upon sending a written revocation to the authorized party.

**VI. ACKNOWLEDGMENT OF RIGHTS.**

I understand that I have the right to revoke this authorization, in writing and at any time, except where uses or disclosures have already been made based upon my original permission. I might not be able to revoke this authorization if its purpose was to obtain insurance.

I understand that uses and disclosures already made based upon my original permission cannot be taken back.

I understand that it is possible that Medical Records and information used or disclosed with my permission may be re-disclosed by a recipient and no longer protected by the HIPAA Privacy Standards.

MA 886 924

-1-

**IN CONDITIONS**

Information about physical or sexual abuse, mental health treatment. Separate

Date: \_\_\_\_\_

HIV testing and/or AIDS diagnosis or released.

Date: \_\_\_\_\_

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## What is a Written Notice?

- ❖ Written Notices are used to formally notify MATP consumers of a Denial, Reduction, Suspension, or Termination of their MATP transportation services. Written notices are **required** for Medicaid and MATP consumer.

## When MUST Written Notices be sent?

- ❖ The Grantee must send to the consumer when any MATP service is **Denied, Reduced, Suspended, or Terminated**. The Written notice should be sent to your DHS Program Monitor prior to being issued to the consumer. Note: Definitions of what a denial, reduction, suspension, or termination are outlined in the S&G.

## Why must Written Notices be sent?

- ❖ Written Notices must be issued to consumers because it informs them of their right to a Commonwealth appeal process. Consumer appeal rights are governed by Appeal and Fair Hearing and Administrative Disqualification Hearings, 55 Pa. Code 275.

## Where can you find the Written Notice?

- ❖ The DHS MATP **approved** Written Notice can be found on the [MATP Website](#). [Exhibit 7](#) within the MATP Standards and Guidelines outlines Written Notice Requirements, Processes, and Policy.

## Safety Exceptions:

- ❖ A provider may decide that the mode of service currently being provided is no longer appropriate or that the consumer's uncooperative behavior or misuse of services warrants termination. The Consumer's shall be sent a Written Notice Form

***An updated Written Notice form is currently in development and there will be some changes to the form and the process.***

***Any questions on the process should be directed to your assigned  
MATP Program Monitor.***

## What is Community Health Choices?

- ❖ Community Health Choices (CHC) is Pennsylvania's mandatory managed care program for dually eligible individuals — serving more people in communities, giving them the opportunity to work, spend more time with their families, and experience an overall better quality of life. [CHC Fact Sheet.pdf \(pa.gov\)](#)
- ❖ Dual-eligible consumers are those who are eligible for both Medicaid and Medicare.
- ❖ CHC covers the same physical health benefits that are part of the Medicaid Adult Benefit Package today.

## How does CHC impact MATP?

- ❖ MATP dual-eligible consumers **must** receive transportation to Medicare **only** trips, unless designated as an exceptional trip and warrants a referral to the CHC.
- ❖ The referral process remains the same for those enrolled in CHC. The only difference is the point of contact.
  - If you do not have the updated CHC contact list, please notify your assigned Program Monitor.
- ❖ Verify that your assigned Program Monitor is approving the referrals and cc'd in any communication regarding referrals.

## Reminder:

- ❖ Transportation may be provided for eligible consumers when being admitted or discharged from nursing home care.
- ❖ Transportation may be provided for a consumer who is discharge from the hospital to a nursing facility
- ❖ For consumer who are currently admitted to nursing facilities, transportation between nursing homes does not fall under the purview of MATP and should be handled by the nursing facilities.
- ❖ Transportation is not provided to medical appointments for consumer who are currently admitted to nursing facilities.

## Eligibility Code Lag:

- ❖ Transportation may be provided for eligible consumers when being discharged from nursing home care. If consumer who would normally be eligible for MATP Services provides information verifying a discharge (ex. discharge summary) from a long-term care facility, consumers may be provided transportation until their MA nursing facility code change takes effect.
  - For reference, consumers who receive nursing facility services
  - If this situations arises, MATP Administrators should notify their assigned Program Monitor and send copy of the proof of discharge to the assigned Program Monitor. Assigned Program Monitors should verify that the proper address has been updated.

## Personal Care Homes:

- ❖ If the personal care home provides transportation at no-cost to the consumer, MATP should not be utilized to provide transportation
- ❖ If the personal care home provides transportation at cost to the consumer, MATP may be utilized to provide transportation for eligible consumers for eligible trips

## I. Purpose

The Peer-to-Peer initiative aims to foster collaboration among counties to improve preparedness for the Program Standards Review (PSR) by sharing best practices, policies, and procedures. This initiative helps counties that may need assistance in formalizing or organizing their MATP operations.

## III. Roles and Responsibilities of MATP Administrators

### A. Mentoring County

- Conduct an initial meeting to assess the specific needs of the assisted county.
- Ensure that both counties agree on expectations, goals, and timelines.
- Provide access to written policies, procedures, and operational guidelines used in the MATP program.
- Share examples of best practices that comply with PSR standards.
- Assist in customizing these documents to fit the specific needs of the assisted county.
- Offer guidance on implementing policies and procedures, explaining operational workflows, staff responsibilities, and compliance measures.

### B. Assisted County

Participate in an initial assessment meeting to identify areas of weakness or non-compliance in MATP policies and procedures. Set realistic goals and a timeline for achieving improved documentation and process readiness. Work closely with the mentoring county to learn about their policies and procedures. Customize the shared materials to fit the assisted county's unique needs while adhering to PSR standards. Ensure staff are trained and updated on newly adopted practices.

# BFM Updates

For Q&A you can post in the Chat throughout today's presentation

## MATP Driver Retention Bonuses

- ❖ Sent out all MATP Driver Retention Bonuses to all Vendor, Service, and Hybrid counties
- ❖ Direct Contract and Broker payments are being processed – and are pending final approval no later than December
- ❖ This is the final round of MATP Driver Retention Bonuses

## Allocation Letter Distribution List

- ❖ BFM recently sent out a survey to all MATP Administrators asking for clarification of the current distribution list
- ❖ MATP Administrators were also provided the opportunity to denote whether they would like their MATP Vendors included on the distribution list
- ❖ Pending feedback from 12 Vendor counties
- ❖ Please reach out to resource account with future changes

## Mileage Reimbursement

- ❖ Date of trip vs date of payment – S&G dictates that reimbursement happens on the date of trip and not date of payment
- ❖ How do you report your mileage reimbursement dates and which reports do you describe them on? Reconciliation Reporting, Quarterly Reporting, Monthly Reporting.

# PennDOT Updates

For Q&A you can post in the Chat throughout today's presentation

- ❖ Update on Mileage Reimbursement system
- ❖ Updated to adding the HIPAA release form to FindMyRide Apply
- ❖ Senior-Shared Ride Program Nursing home transportation

- 1.
- 2.
- 3.
- 4.
- 5.
- 6.

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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



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# Thank You!

Email us with any suggestions or questions

- Gwen Zander: [gzander@pa.gov](mailto:gzander@pa.gov)
- Tammi Carter: [tacarter@pa.gov](mailto:tacarter@pa.gov)

Stay tuned for a feedback survey following this call