

Commonwealth of Pennsylvania
Department of Human Services

MATP Quarterly Administrators Session

April 24, 2024



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Welcome & Overview

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

TEAMS GUIDE



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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
- Tammi Carter, MATP Program Director
- Daphne Simeonoff, MATP Program Supervisor
- Amy Brandt, Director of Division of Budgets and Contracts
- John Taylor, PennDOT Manager of Planning and Technology
- Megan Shellenberger, Geisinger Health Plan

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

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DHS MATP is developing an Ops Memo for a required standardized process for Grantees to implement when engaging in the consent and release of consumer information for verification purposes.

Why: Grantees have voiced challenges when trying to ascertain trip verification from medical providers. Medical provider concerns with consent and release of information are with respect to HIPAA compliance.

Solution: DHS MATP will issue an addendum that all Grantees **must** include in MATP Consumer Applications

- ✓ Be added to all **new and current** applications
- ✓ Signed by all **new and current** consumers
- ✓ Stored on file for all **new and current** consumers

Recommendation for Implementation:

1. For **new** consumers, utilize updated application with addendum
2. For **current** consumers, utilized updated application and have the consumer sign off prior to scheduling their next trip

For reference, please see:

- ❖ [MATP Standards and Guidelines- Chapter 26](#)
- ❖ [42 CFR § 403.812](#)

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 DHS MATP prior to being issues to the consumer. Note: Definitions of what a denial, reduction, suspension, or termination are outlined on the next slide.

Why must Written Notices be sent?

- ❖ Written Notices must be issues 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.

An updated Written Notice form is currently in development. Any questions on the process should be directed to your assigned MATP Program Monitor

What is a Denial?

- ❖ Denial of services may occur when a **consumer is eligible for services**, but the requested service is outside the scope of MATP service. Examples include (but not limited to) consumer requests a long-distance trip which requires transportation by air or a mileage reimbursement request is missing information or cannot be verified. This would also be issued if mileage reimbursement request is reduced due to inaccurate mileage reports.

What is a Reduction?

- ❖ Reduction of services occurs when a **consumer is downgraded from one mode of transportation to another** (e.g., from paratransit to mass transit or mileage reimbursement). Reduction of services can only occur when the consumer has access to the downgraded services (for example, if a consumer does not have access to a vehicle, they should not be downgraded to mileage reimbursement). Reasons for reduction of services include, but are not limited to, multiple no-shows, and misuse of higher level of service.

What is a Suspension?

- ❖ Suspension of services occurs when **services are temporarily paused** due to violation of one or more MATP policies and/or procedures. Reasons for suspension of services include, but are not limited to, abuse of services, not providing required documentation, or behavioral, health, and/or safety issues.

What is a Termination?

- ❖ Termination of services occurs when a consumer is **permanently discharged from the MATP program** due to violation of one or more MATP policies and/or procedures. Reasons for permanent termination of service include, but are not limited to, suspected, or determined fraud and abuse of MATP services, unsafe or dangerous behaviors or continued multiple misuse of services.

As you manage your consumer no-shows...

DO:



- **Tailor efforts so effective strategies** can be identified and imposed, which will work for your population and operational needs.
- **Issue written warnings to individuals** who repeatedly no-show that outlines your no-show policy, any action that you are implementing and possible consequences of further no-shows.
- **Send a written notice** with any change in mode of transport.
- **Recognize the challenges consumers may face** due to their medical status i.e., Dialysis

DON'T



- Do not sanction anyone by denying transportation to a consumer who repeatedly no-shows.
- Program (or subcontractors) cannot charge a consumer for the cost of a no-show.
- Do not change or downgrade the mode of transportation if the consumer does not have access to or cannot utilize the alternative transportation mode- this constitutes a denial of services. For example, you cannot downgrade a paratransit rider to mileage reimbursement if they do not have access to a vehicle.

Updated guidance on no-show policy from DHS is in development and will be distributed

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BFM Updates

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As we approach the final quarter of fiscal year 23-24, we'd like to discuss upcoming reports, items and deadlines as well as expectations to facilitate timely completion of fiscal report reviews.

Upcoming Reports

- **Budget Projection Reports are due 5/15**
 - 41 Budget Projection Reports have been received to date
 - Report reviews and necessary county correspondence are currently in progress
- **FY 23-24 Quarter 3 Cost reports are due 4/30**
 - 6 cost reports have been received to date
 - Please submit reports on time so that we can continue our financial reporting process

Streamlining Fiscal Processes:

As we continue our collaborative effort we want to aim for:

- **Timely Submissions:** Continue submitting fiscal reports on time to aid in continuous funding of the MATP Program
- **Prompt Responses:** Promptly address any DHS communications regarding fiscal reports to resolve discrepancies or provide further justification for funding amounts to enhance the timeliness of payments to counties

Reporting Timelines

Reporting & Agreements	Deadlines
Quarterly Cost Reporting	
Quarter 1	Due 10/31
Quarter 2	Due 01/31
Quarter 3	Due 04/30
Quarter 4	Due 08/31
Monthly Trip Data	Due 45 days after month has ended
Budget Projection Reports	Due 5/15

Please be mindful of the timeline above as these deadlines are critical for maintaining current payment schedules – Thank you for supporting the MATP Program!

Note: American Rescue Plan Act (ARPA) payments for Driver Retention Bonuses are approved for two time payments for FY 2021-2022, 2022-2023

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PennDOT Updates

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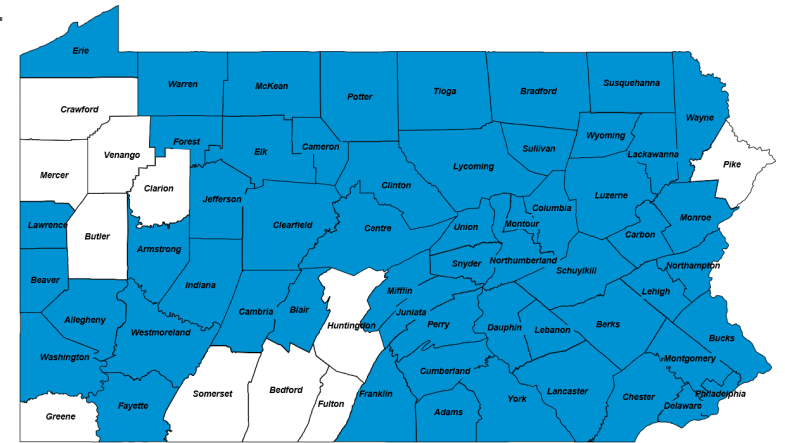
Geisinger Health Plan Transportation

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Executive Summary: GHP Family Trips

Background and Needs

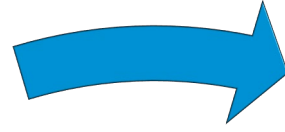
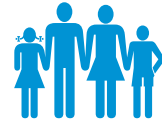
- The prevalence of social needs in populations served by Geisinger Health Plan (GHP) continues to grow. Geisinger's social needs strategy identifies needs and connects members to local resources.
- GHP has long understood that transportation resources and services for our members is a need that is important to overall health and impact on care.
- The Medical Assistance Transportation Program (MATP) covers transportation to medical appointments for Medicaid recipients but does not cover other Social Determinants of Health (SDOH) needs.
 - 1 in 3 GHP Family (Medicaid) members has at least one positive social need with transportation often being one of the top 3 needs.



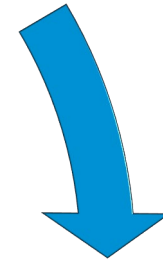
Strategy and Plan

- The **GHP Family Trips** program launched on September 1, 2022, and was created to provide Geisinger's Medicaid, GHP Family, members with transportation to additional locations that will help manage their total health.
 - Grocery store, food bank, adult education class/GED testing/library, adult day/learning center, county assistance office, WIC, Social Security office, CYS, aging office, courthouse, HUD/moving/relocation, CareerLink, laundromat, DMV, tax preparation services, gym/recreation, AA/NA, domestic violence services, and Geisinger events.
 - GHP Family members may request up to 4 round trips each calendar month to an in-county provider of the services listed above.
 - All trips are provided at no cost to the member.
- An additional analysis of the data can be performed to identify the most prevalent social needs at the county level.
 - Trip request data can be cross referenced with social needs screenings and Neighborly searches
- The program is available to all GHP Family members, and the goal is to have contracts with transportation providers in all 67 counties.

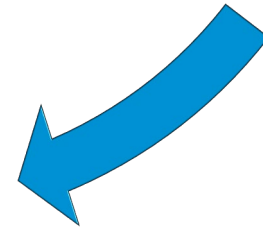
GHP Family member needs transportation to an SDOH location



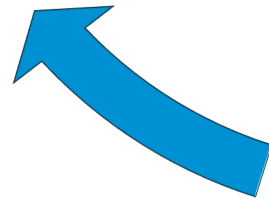
Member calls customer service representative to request transportation.



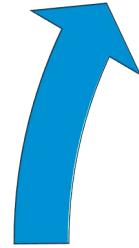
Customer service agent obtains information and submits ride request via Neighborly. Agent will also offer to assist the member with MATP application for medical transportation needs, if applicable.



Transportation broker schedules trip and provides details to customer service agent who then shares this with the member.



Member is transported to a Community Organization to support identified SDOH need



GHP Family Trips process

Program Overview



Highlights

- Partnership with Clark Resources, Inc., a small-diverse business in Harrisburg, PA for call center support
- Susquehanna Regional Transportation Authority, d.b.a. rabbittransit, serves as the transportation broker as well as transportation provider in 11 counties
- 10 additionally approved destinations have been added since go-live, **largely based on member feedback**
- 19 GHP Family members have been assisted with applications for the Medical Assistance Transportation Program (MATP)
- Fixed route alternative via SEPTA
- The program's 1,000th trip was completed in January 2024



What's Next?

- Implementation of written participant agreement for members that outlines program rules and regulations
- Member demographic data collection
- Collaboration with GHP's internal marketing team to aggressively pursue a statewide marketing campaign that advertises and recruits GHP Family members
- Analysis of trip request data to better understand and address social needs at the county level



Metrics & KPIs

Number of trips*

1,195

Number of unique riders

141

Counties reached

29

Top 5 trip purposes

1. Grocery store
2. Food bank
3. HUD
4. GED/library
5. Laundromat

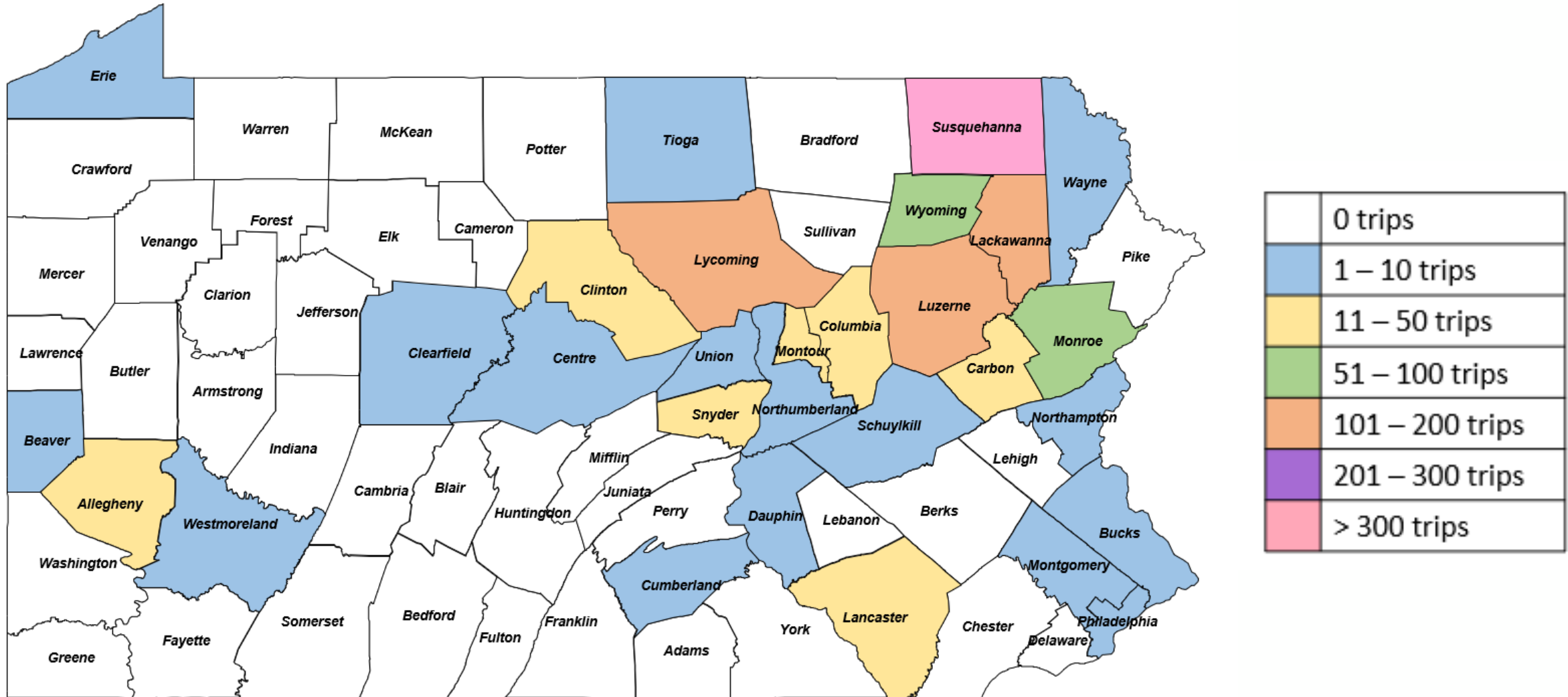
*one-way trips

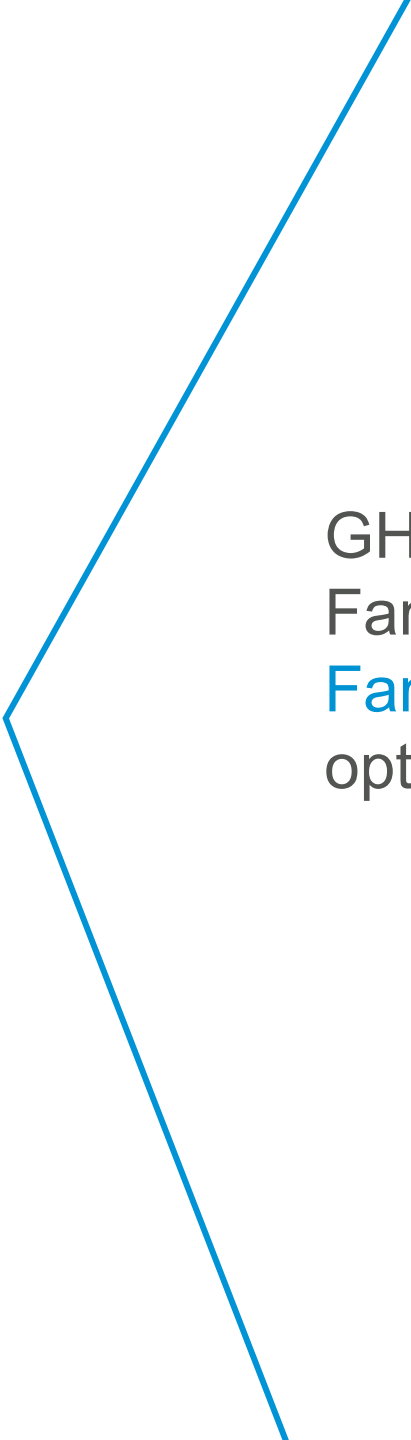


Success Story

Morgan, a 42-year-old GHP Family member in Lackawanna County, reports that prior to this program she had to beg friends and family members for rides or for bus money to get to the grocery store. Morgan states that this program has helped to relieve a lot of her stress and she is very thankful for it.

Utilization By County





GHP Family members can learn more about GHP Family Trips or schedule a ride by calling [GHP Family Customer Care](tel:855-227-1302) at 855-227-1302 and press option 1 (PA RELAY: 711).

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

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Q&A

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Thank You!

Email us with any suggestions or questions

- Tammi Carter: tacarter@pa.gov
- Daphne Simeonoff: daphsimeon@pa.gov

Stay tuned for a feedback survey following this call