Commonwealth of Pennsylvania
Department of Human Services

MATP Quarterly Administrators Session

April 26th, 2022
Welcome & Overview
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
- Tammi Carter, MATP Program Director
- Daphne Simeonoff, MATP Program Supervisor
- Amy Brandt, MATP Financial Supervisor
- Danielle Spila, Bureau Director, Public Transportation
- John Taylor, Mass Transit Manager, Bureau of Public Transportation

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

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

Chat Window  Raise Hand  Camera (on/off)  Mute (on/off)

Reminder! Teams Chat is public and remains in meeting history.
### Agenda

**MATP ADMINISTRATORS CALL**

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<th>Topic</th>
<th>Duration</th>
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<tr>
<td>Welcome &amp; Overview</td>
<td>5 min</td>
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<td>Spotlight: Rabbit</td>
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<td>Upcoming Changes to PROMISe</td>
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<td>Administrative Processes</td>
<td>15 min</td>
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<td>Workgroup Report Updates</td>
<td>10 min</td>
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<td>PennDOT &amp; BFM Updates</td>
<td>20 min</td>
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<td><strong>Wrap Up</strong></td>
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<td>Survey Highlights &amp; Follow Ups</td>
<td>20 min</td>
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<td>Open Q&amp;A</td>
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County/Program Spotlight and Speaker Series
County/Program Spotlight/Speaker Series

County/Program Spotlight:
• Current Initiatives
• Best practices
• Scenarios unique to that county

Speaker Series Ideas:
■ A representative from a Methadone clinic
■ A representative from a dialysis clinic
Geisinger Health Plan & Transit Partnership

Rabbit
Transit Partners

Program launched: April 1, 2018.

Partnering Transit Agencies:

- COLTS (Lackawanna)
- LCTA (Luzerne)
- rabbittransit (Northumberland, Columbia, Union/Snyder, Montour)
- STS (Schuylkill)
- STEP, INC. (Clinton/ Lycoming)

Subcontractors:

- Shamokin Yellow Cab
- Lyft
What Do We Do?

• We determine the best transport solution based on the need of the rider, the location, and time of the appointment.

• Collaborate with county transportation authorities, ridesharing services, and private transportation vendors throughout the Northeast Region.

• Goal:
  • To meet immediate transit needs of vulnerable riders (as defined by the funder).
  • Serve as a bridge program to traditional transit resources.

Our focus is transit connections!
What Do We Do?

We coordinate trips for:
- Medical
- Food Access
- Employment
- Housing
- Social Service Needs
Completed Trips by Purpose Code
April 2018- March 2022
(Total 29,355 Completed Trips)

- Medical: 21,777 (74%)
- Pharmacy: 6,767 (23%)
- Food: 66 (0.3%)
- Social Service: 506 (2%)
- Hospital Discharge: 236 (1%)

Legend:
- Orange: Medical
- Yellow: Pharmacy
- Green: Food
- Brown: Social Service
- Pink: Hospital Discharge
Transportation as a Barrier to Care

Transit is consistently listed as a barrier to Healthcare. The goals of the program are to:

- Reduce Missed Appointments/No Shows
- Decrease Emergency Room Visits
- Decrease Readmissions
- Improve Overall Health
The Current Process

STEP 1: Transportation Referral Form (Pre-Application) from CHA

STEP 2: 4Ride Staff Assessment & Screening

STEP 3: Transportation Coordination (i.e. ecolane, subcontractor)

STEP 4: Geisinger Generated Trips

STEP 5: Ongoing Support & Follow-up
**Figure 1: Social Determinants of Health**

<table>
<thead>
<tr>
<th>Economic Stability</th>
<th>Neighborhood and Physical Environment</th>
<th>Education</th>
<th>Food</th>
<th>Community and Social Context</th>
<th>Health Care System</th>
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<tr>
<td>Employment</td>
<td>Housing</td>
<td>Literacy</td>
<td>Hunger</td>
<td>Social integration</td>
<td>Health coverage</td>
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<tr>
<td>Income</td>
<td>Transportation</td>
<td>Language</td>
<td>Access to healthy options</td>
<td>Support systems</td>
<td>Provider availability</td>
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<tr>
<td>Expenses</td>
<td>Safety</td>
<td>Early childhood education</td>
<td>Social integration</td>
<td>Community engagement</td>
<td>Provider linguistic and cultural competency</td>
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<tr>
<td>Debt</td>
<td>Parks</td>
<td>Vocational training</td>
<td>Support systems</td>
<td>Discrimination</td>
<td>Provider linguistic and cultural competency</td>
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<tr>
<td>Medical bills</td>
<td>Playgrounds</td>
<td>Higher education</td>
<td>Community engagement</td>
<td>Stress</td>
<td>Quality of care</td>
</tr>
<tr>
<td>Support</td>
<td>Walkability</td>
<td></td>
<td>Hunger</td>
<td>Social integration</td>
<td>Provider availability</td>
</tr>
<tr>
<td></td>
<td>Zip code / geography</td>
<td></td>
<td>Access to healthy options</td>
<td>Support systems</td>
<td>Provider linguistic and cultural competency</td>
</tr>
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</table>

**Health Outcomes**

Mortality, Morbidity, Life Expectancy, Health Care Expenditures, Health Status, Functional Limitations

(Henry J Kaiser Family Foundation. 2018)
Upcoming Changes to PROMISe

Provider Electronic Solutions Software

Please be advised that the Provider Electronic Solutions software, commonly referred to as PES, will be sunset on June 15, 2022. PES was distributed free of charge to providers as a method of submitting HIPAA ready transactions such as claims and eligibility to the PROMISe system. Effective June 15, 2022, the software will not work with Microsoft Edge or other commonly used internet browsers. The Department of Human Services (Department) will no longer upgrade PES due to the products age, limited configurability, and end-user experience. The Provider Assistance Center (PAC) maintained by Gainwell Technologies will no longer provide user support for PES effective June 15th.

Providers are encouraged to use the PROMISe Provider Portal to submit claims, validate eligibility, conduct claim inquiries and access their weekly remittance advice. The PROMISe Provider portal is available free of charge and allows single-entry interactive submissions. Additionally, users can purchase certified software from software vendors or contract with a clearinghouse to handle ongoing HIPAA transaction needs.
Administrative Processes
Referrals Process

- **Timeline:**
  - 4/13 – 5/6 - Draft currently being reviewed by DHS internal team
  - 5/9 – 5/13 - Advocacy group review
  - 5/16 – 5/20 - MATP Discussion Group Review
  - 5/23 – 5/27 - Present to MATP Administrators via T/A session

- **Highlight of Changes:**
  - One multipurpose form for use by MATP, MCOs and CAO
  - Issue written notice of denial
  - Warm referrals to MCOs and CAO (contact lists will be provided)
  - Follow up with Referral form
  - Copy of referral to DHS

**Questions?**
Completing the County Profile

- County profile documents shared with all counties to capture details such as agency contact information, hours, public and para transit availability, etc.

- Submit completed profile document to your program monitors via email and copy daphsimeon@pa.gov. Note that the requested forms and policies should also be submitted. You can do this in several ways including:
  - Attaching an electronic link to the document to the form
  - Scanning the documents and emailing them to us
  - Mailing them to our office

- Please complete by end of May

Topics:

- Questions?
Workgroup Report Updates
The workgroup conducted research and compiled a group of potential options to improve the administration and service delivery of the MATP Program

### Improve Upon Current MATP Model

- **Option A:** Collaboration
- **Option B:** MATP/Shared-Ride Coordination
- **Option C:** MATP/HST Coordination
- **Option D:** Statewide Standards
- **Option E:** Standardized Processes
- **Option F:** Technology
- **Option G:** Communication

### Alternative MATP Models

- **Option H:** Broker
- **Option I:** Hybrid Service Delivery
- **Option J:** Direct Contract Agreements
County Reconciliation Process

The diagram below shows the budget projections and payments to counties based on the projections, cost reports, and reconciliation report. These are used together to match the total actual cost at the end of the financial year.

Actual Cost - amount county spent over four quarters

Budget – Trip rate and projected trips used to calculate yearly budget

Difference adjusted through revised payments and reconciliation process

¼ of budget

1st Quarter Cost Report

2nd Quarter Cost Report

Revised 3rd Quarter

$Based on Q1 Actual

Revised 4th Quarter

$Based on Q2 Actual

Reconciliation Report

Reconciliation Process (to match counties total cost)

Overall total payments match to the total amount spent by the county

1st Quarter

$¼ of budget

2nd Quarter

$¼ of budget

If needed

If needed

If needed

April 2022

www.dhs.pa.gov
Survey Highlights & Follow-ups
## Follow-Ups from January Quarterly Administrator Meeting

### Previous Call Highlights

**Number of Participants:**
- ✓ 94 stakeholders joined the January Administrators Call

**Topics Discussed:**
- Strategies to Address Driver Shortages
- OSIG Revised FWA Reporting Process and Documentation
- CMS Bulletin on Provider and Driver Requirements
- County Methadone Clinic Exception Request Process
- PennDOT Online Application and Mileage Reimbursement updates

### Post-Session

#### QA Survey
- Find My Ride Application
- CMS Guidance on Private Drivers
- Mileage Reimbursement
- Monthly Monitoring Calls
- Suggestions for Future Calls
- Topics for Future Calls

#### Topics Covered
- Additional training requests (videos/ application processes)
- Not a major issue since private drivers fall under CMS
- Most pain points were administrative/ rates/ verification
- 7 of 10 counties reported; calls are informative and helpful
- Additional time/ Agenda shared before the call
- Use of technology/ Out of County Trips/ MCO Coordination
Do you have any questions or comments about topics covered in today’s session?

- Comments on the referral process
- Find My Ride application
- Rabbit
- PROMISe
- Year-End Reconciliation

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

Reminder! Teams Chat is public and remains in meeting history.
Thank You!
Email us with any suggestions or questions. Stay tuned for a feedback survey immediately following this call!

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