Commonwealth of Pennsylvania
Department of Human Services

MATP Quarterly Administrators Session

January 25, 3023

Welcome!

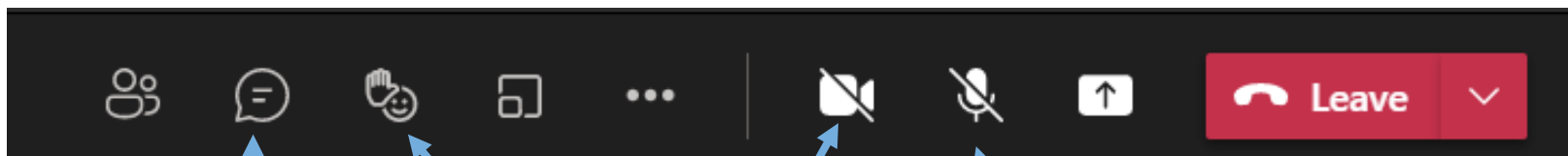*Please make sure your microphone is muted when not speaking*

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

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Welcome & Overview

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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, Division of Budgets and Contracts
- 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!

Agenda

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Topic	Speaker
Welcome	Tammi Carter
Administrative Processes	Tammi Carter
PennDOT Updates	John Taylor
BFM Updates	Amy Brandt
Q&A	Tammi Carter, Daphne Simeonoff
Conclusion	Tammi Carter

Administrative Processes

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Purpose of the survey:
- To better understand the availability of bariatric transportation services statewide
- To get a window on what is happening on the ground regarding the assignment of multiple modes of transportation
- To better understand verification practices – both ride and compensability – across the MATP service

Survey requested information regarding:
- Availability of services for bariatric riders
- Review of availability of multiple modes of transportation for riders
- Grantee/MATP Provider verification processes for public, paratransit service and ride hailing, as well as MA compensability
- Feedback on the potential cost impact of S&G policies

Survey response rate:
- The survey received 53 responses from 50 unique Grantees/Providers
- Participation rate was very good

Next Steps:
- Use survey results to inform revisions to the S&G

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Bariatric Transportation

Availability of transportation to riders who require accommodations due to their size:

1/3   ***Can and do*** provide services for their larger riders

1/3   ***Cannot*** provide services for their larger riders

1/3   ***Have limited capacity*** to provide services for their larger riders

Key Takeaway: Many providers indicate that they either have access to options or will work with the rider to ensure their transportation needs are met

Modes of Transportation

- Most respondents are assigning multiple modes of transportation to a single rider

- Most respondents that assign multiple modes to a single rider consider it necessary to most efficiently meet their riders' needs

- For those respondents who expressed concerns about assigning multiple modes of transportation, concerns centered around logistical issues

Key Takeaway: Many providers are already assigning this option. Providers not offering multiple modes may need some time to adjust logistically

Ride Hailing - Taxi/Uber/Lyft

75% of respondents do not use or have these services available locally

Key Takeaway: Most providers are not utilizing this service

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Verification Processes

Public Transportation

>25% Grantees/ Providers are verifying 100% of public transportation rides

Most respondents are looking for documentation from the medical office for verification purposes

Respondents indicate they will accept documentation from the rider and/or directly from the medical offices

Key Takeaway: many providers are looking for documentation to confirm rides

Paratransit

Verifications run the gamut from 100% to none
- Half of the providers are verifying less than 25% of rides
- 16 providers < 5%
- ~70% are both pre- and post-verifying paratransit trips
- Most are looking for verification directly from medical providers
  - Documentation
  - Verbal

Key Takeaway: providers are all over the board verifying paratransit rides

Key Takeaways:

- Many observe that there are considerable resources committed to the verification processes

- There is an opportunity to clarify verification expectations with regards to all modes of transportation

- There is an additional opportunity to provide guidance for processes as well

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Cost Impact

What MATP policies/processes are too restrictive and why?

- ~50% do not find any too restrictive
- Some would like greater discretion to address issues that create organizational stress – no shows, mileage reimbursement rates, administrative processes
- 4 find the processes not restrictive enough

Key Takeaway: most would like greater clarity of policies/processes

What MATP program and financial policies/processes directly contribute to cost increases?

- Variables reflecting the economy were cited by ~25% of respondents – fuel costs, driver shortages, pay rates, etc.
- Administrative processes (including verification processes) and an inability to exercise discretion in areas like no shows
- 2 would like to see rider choice limited/1 would like to see it expanded

Key Takeaway: streamlining verification processes could ease some of the burden

Key Takeaways:

- There is an opportunity to provide further guidance that outlines the extent of the Grantee/ MATP Providers responsibilities/ requirements regarding verification processes

Updates: PennDOT

- **Goals of the new online service**
  - Simplify and bring consistency to the process by which Medicaid consumers request mileage and fixed route reimbursements
  - Streamline the administration of MATP fixed route and mileage reimbursements

- **Where we are in the process**
  - Initial business requirements -> procurement -> detailed business requirements - > development -> testing -> training -> implementation

- **Plan for agency input**

FindMyRide Application

Common Challenges...

Staff facing login issues

Consumers need assistance filling applications out

Staff unfamiliar with the system

Are there additional challenges and/or questions? Please unmute and share or add them in the chat

PennDOT Technical Assistance

Setup individual sessions with Grantees/ Providers to resolve login and other technical issues

Conduct training sessions for staff to familiarize them with the system and be able to assist consumers with the applications

If you would like to sign up for any of these sessions, please send an email to John Taylor (tjohn@pa.gov)

Updates: BFM

Todays Topics

List of topics that we will review today

1 | MATP Overview

2 | County Reporting and Deadlines

3 | Common Mistakes Found on Reporting

4 | County Reporting Documents and Dashboard

5 | MATP Updates

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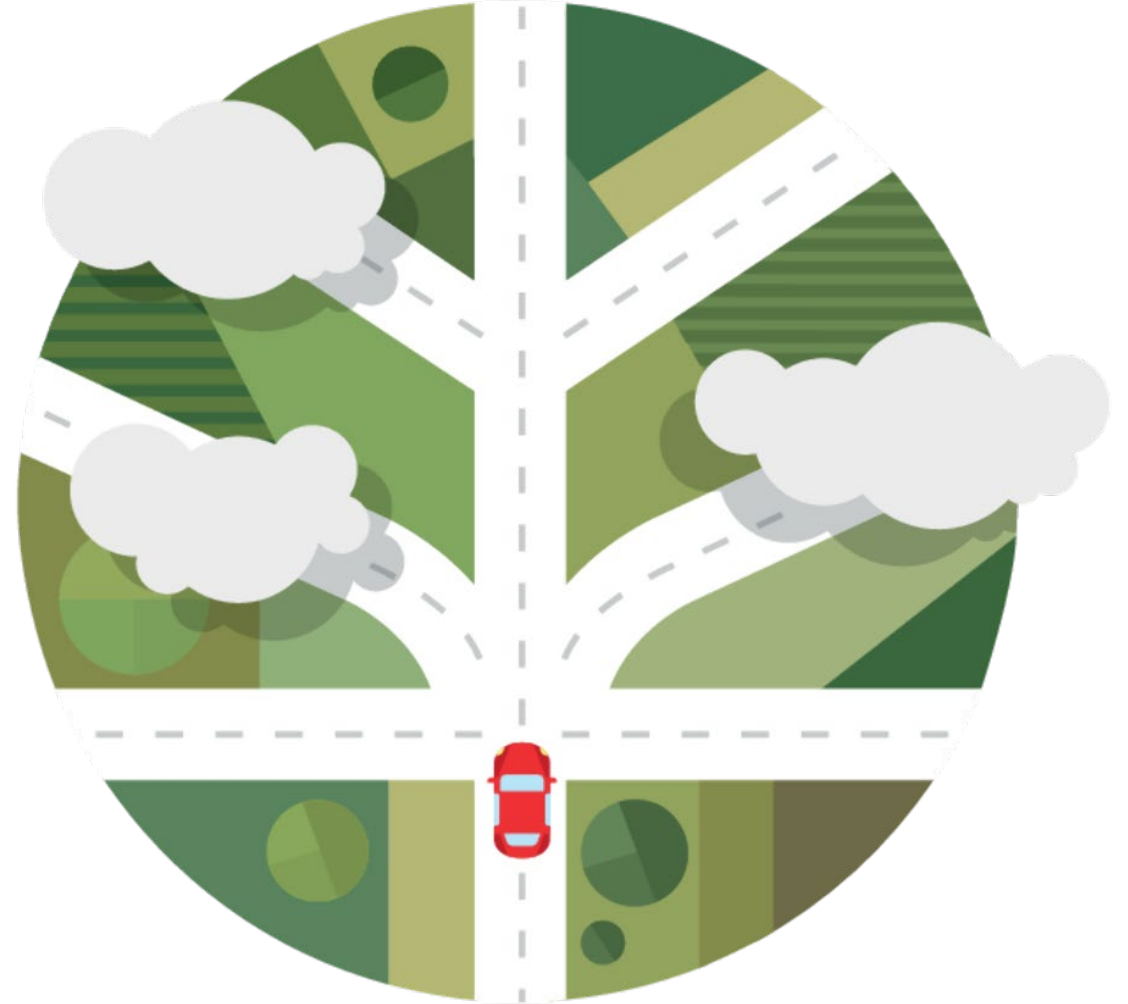
The Department provides non-emergency medical transportation services through the **M**edical **A**ssistance **T**ransportation **P**rogram (**MATP**)

Each county administers the MATP program on behalf of DHS and the State distributes funding to each entity providing MATP services based on how the program is administered and delivered in that county.
- For purposes of implementation and compensation for MATP services there are three main models:
  - ✓ Broker Model – currently only exists in Philadelphia and broker administers the program for the county
  - ✓ Sole Source Model – Sole Source administers the program for the county
  - ✓ Other Counties – county administers the service directly or subcontracts the transportation
    - ▪ **Vendor**: Subcontracts the transportation
    - ▪ **Service Provider**: County administers transportation service
    - ▪ **Hybrid**: A blended transportation approach where county administers transportation and subcontracts as well

Fiscally, the main responsibilities are held by DHS Bureau of Fiscal Management (BFM) which include the budgeting and allocation of funding for MATP; the monitoring and calculation of the actual costs of the program; and the distribution of payments to the counties, broker and sole source vendor.

This deck provides a look into the reporting timelines and requirements for the "**Other County**" models and offers insight into some of the common mistakes found on reporting.

County Reporting Overview

To ensure proper funding of the MATP program there are several processes and reports which are used to monitor and calculate the actual costs of the program.

The MATP fiscal processes, as they related to '**other counties**' are composed of four main areas: County Budget Projections, Quarterly Budget Updates, County Reporting (Quarterly Reports & Monthly Trip Data) and Reconciliation.

The following slide provides a look at the different areas of county reporting, what those areas are used for and when they are due throughout the fiscal year.

County Reporting and Deadlines

Reporting & Agreements	Steps	Deadlines
County Budget Projections	County(s) submit estimates of anticipated MATP services spending for upcoming fiscal year based on prior utilization for review to DHS	Occurs annually **between the months of March and May**
Initial Allocations & Grant Agreements	Once fiscal year budget is established allocations are provided to pre-fund the program. **Require a signed allocation and grant agreement in order to secure funding**	Signed Allocation and Grant Agreements are due in by **08/31 of each year**
Throughout the year County projected budgets may change. If a county is <u>over</u> or <u>under</u> spending, then, staff will revise the county's allocation. Such is accomplished via a revised allocation action memo process. Staff continuously compare the county's actual spending, based on quarterly cost reports, with its project budget.		
Quarterly Cost Reporting	**Counties report their actual costs incurred for each Quarter**	Each cost report is due the last day of the proceeding month after a quarter ends, apart from Q4 which is due 2 months after the quarter ends
Quarter 1	Costs incurred during the months of July-Sep	**Due 10/31 of year**
Quarter 2	Costs incurred during the months of Oct-Dec	**Due 01/31 of each year**
Quarter 3	Costs incurred during the months of Jan-Mar	**Due 04/30 of each year**
Quarter 4	Costs incurred during the months of Apr-Jun	**Due 08/31 of each year**
Monthly Trip Data	Counties report their monthly trip data on a month and one-half basis. (e.g., July data would be loaded on the 15th-30th of September. August data would be loaded 15th-31st of October.)	**Due 45 days after the reported month has ended**
Reconciliation	The Reconciliation report contains data on actual expenses and trips and is used to calculate whether the county is owed additional payment or is required to refund the payment to the state.	**Due 08/31 of each year**

County Reporting Mistakes Overview

There are common mistakes, and omissions, found when reviewing the reports submitted to DHS which require additional corrections prior to approving the reports. These mistakes, if not immediately revised, can cause a delay in payment processing.

The MATP reports are reviewed for both accuracy and feasibility. Reports that are submitted with incorrect or inconsistent funding information are sent back for revisions and/or additional clarification prior to being approved.

The following slide provides a look at the common mistakes found on county reporting, to bring awareness and limit the amount of time that it takes to approve reports.

Common Mistakes Found on County Reporting

The following items require additional clarification, revisions and may delay the reporting process.

Quarterly Cost Reports

- Cost report information does not match information provided on supplemental documents
- Trip rate does not match contract
- Total funding for a previous quarter has been changed
- Ineligible trips are not deducted properly
- Misc. costs do not include narrative

Senior Shared Ride & Invoices

- Information does not match what is being provided on cost report
- Totals provided on the summary sheet do no align with the monthly sheets
- Large variance between what is being reported and what has been reported historically
- Incorrect format is being submitted to DHS

Monthly Trip Data

- Counties are failing to submit the data as required
- Data submitted is partial and does not include all trips
- Incorrect Recipient ID numbers, trip dates, etc., result in trips being flagged as ineligible

Reconciliation Report

- Total funding is not captured properly on the reconciliation tab
- Total payments do not properly display the total payments made to counties throughout the year
- Trips, unduplicated consumers and time study personnel has changed from what was previously reported

Note: All reports will be returned if they are submitted with the incorrect fiscal year, incorrect county name and/or incorrect quarter when being submitted to DHS.

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Reporting accuracy and timeliness plays an important role in how the Department maintains and trends financial trip Data. The Department is utilizing the **M**edicaid **E**nterprise **M**onitoring **M**odule to (**MEMM**) Dashboard to support oversight of the MATP program.

MEMM DASHBOARD

COUNTY PROVIDED DOCUMENTS

BUDGET PROJECTION REPORT

SSR DATA

COST REPORT

Note: Broker County and Sole Source Counties are also providing financial trip data. Data is provided on a monthly basis.

MATP Updates

The Department is carrying out new reporting review standards and will also distribute a bonus to MATP drivers to help drive retention within the program. The following updates have been communicated, or will be, communicated in the near future.

Indirect Cost Update

- All costs submitted to the Department must support the functions necessary to the overall operation of the agency
- Costs that do no benefit and support MATP will be denied
- Please consider and identify the effort benefiting and supporting the MATP program when submitting expenses on cost reports

Senior Shared Ride Template Update

- To maintain reporting consistency the Department will redistribute a new Senior Shared Ride Template
- Structure will remain the same, but the county field will no longer be free text
- Aim is to eliminate variance on submissions
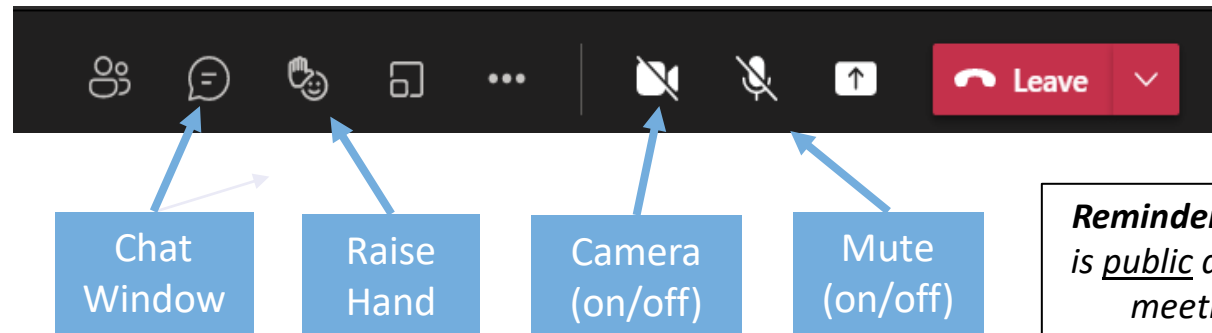- Excel format will be the only accepted format

Driver Retention Bonus Update

- The Department will be issuing a state-wide Driver Retention Bonus for drivers who have participated in MATP during fiscal year 21-22
- Bonus will be based on amount of trips conducted for all "other county" and "direct contract" model counties
- Broker County bonus will be based on per member per month rate

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Do you have any questions or comments?

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Q&A

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

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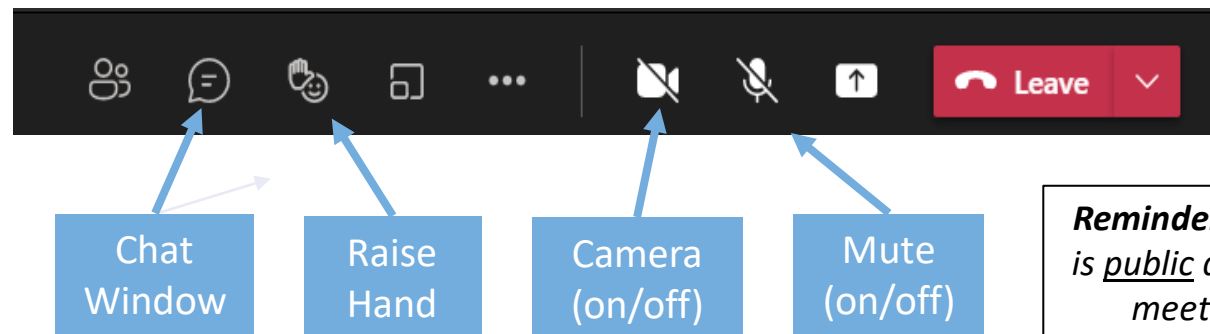
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Thank You!

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**