

Commonwealth of Pennsylvania
Department of Human Services

MATP Quarterly Administrators Session

July 24, 2024



Throughout the agenda, we'll be taking a Live Poll to get your real time perspective on different topics.

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For Q&A you can post Questions throughout today's presentation using the Chat feature

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

Raise Hand

Camera (on/off)

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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
- Amy Brandt, Director of Division of Budgets and Contracts
- John Taylor, PennDOT Manager of Planning and Technology
- Rachel Fitzpatrick, Fresenius
- Megan O'Donnell, Fresenius
- Ann Brisbon, Fresenius

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 Administrators to implement when engaging in the consent and release of consumer information for verification purposes.

HIPAA Addendum: Administrators 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 Administrators **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.

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.***

Policy Efforts

- ❖ Potential creation of a standardized policy and processes to be used in the future
- ❖ Written Warnings should be used in the meantime

What do if you feel Unsafe/ Harmed/ Threatened (Virtual or Face to Face)?

- ❖ Call 911
- ❖ Err on the side of caution
- ❖ Pull over and stop the vehicle

Administrative responsibilities when dealing with Threats and Consumer Suspensions

- ❖ For immediate threats, the Administrator should ensure safety and well-being of the participants and staff
- ❖ For non-immediate threats, the Administrator should issue a written warning and if suspension is necessary, a Written Notice.

Where can you find current language for Written Notice requirements and Safety Exceptions?

- ❖ Please see pages 159 & 160 of the MATP Standards and Guidelines

Policy Efforts

- ❖ Working on a standardized policy and processes to be used in the future

How do I provide transportation to a consumer with temporary residency?

- ❖ The lack of residency *cannot be the sole* reason for a trip denial

How do I bill a trip for a consumer with temporary residency?

- ❖ The trip should be billed under paratransit “other” category

Where can I find current language for temporary resident transit?

- ❖ The Pennsylvania Code 55 Pa. 2070.34

Both permanent and temporary residents of the county where services are requested are eligible for services under the Public Assistance Transportation Block Grant.

- (1) A permanent resident is a person whose name appears as a resident of the county on a valid Medical Assistance Eligibility Card. The county of permanent residence is responsible for determining eligibility and providing services to the client.
- (2) A temporary resident is a person who is currently residing in the county but whose permanent residence as indicated on the person’s Medical Assistance Eligibility Card is in another county and who plans to return to the other county. If a medical assistance eligible requests medical transportation services in a county where the person is temporarily residing:
 - (i) The county where the person is temporarily residing shall:
 - (A) Determine the applicant’s eligibility for medical transportation services.
 - (B) If the person is determined eligible, provide the needed medical transportation services.
 - (C) If desired, submit an invoice for services rendered to the client’s county of permanent residence.
 - (ii) The county where the client permanently resides shall, upon receipt of an invoice, reimburse the county which provided service for the costs incurred in the delivery of services to its permanent resident.”

Policy Efforts

- ❖ An updated policy is being created and will be included in the revised Standards and Guidelines

How do you provide transportation out of county?

- ❖ A county border cannot be the sole reason for a trip denial
 - *Your service area is not defined by your county border*
- ❖ If an out of county trip is outside of your service area, you must follow the standardized referral process

How do you bill a trip for a consumer requiring out of county transportation?

- ❖ The trip should be billed under paratransit “other” category

If you cannot provide the requested out of county transportation, what do you do?

- ❖ Coordinate with fellow MATP Administrators, as well as your assigned DHS MATP Program Monitor.
- ❖ Additional information and guidance will be reflected in work products that are currently under development

As you all know, every consumer's needs vary and require consideration while providing services for MATP. Things to consider when transporting consumers with complex transportation needs.

- ✓ Consumers, especially with complex medical needs, may have medical services that take hours to complete
- ✓ Include driver training for safety and awareness
- ✓ Conduct risk analysis to assess and manage risks
- ✓ Prepare an Emergency response plan
- ✓ Consistent vehicle fleet maintenance
- ✓ Consumer registration is tested to verify consumer needs, and any specialize care they may require

GUEST Speaker

Fresenius

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



Welcome!

Rachel Fitzpatrick, LSW

Megan O'Donnell, LCSW

Ann Brisbon, LSW



Agenda

- /// Fresenius Kidney Care Company
- /// What is Dialysis
- /// Importance of Dialysis
- /// Transportation & Dialysis

Fresenius Kidney Care

- Provide Dialysis treatment to patients:
 - All over the world
 - Clinics located in every state

What is Dialysis?

Dialysis is a treatment process that:

- Cleans the body of unwanted toxins, waste products and excess fluids.
- Dialysis can take the place of some kidney function.
- Along with medication and proper care, help people live longer.
- Treatments on average are 3 days a week 4 hours each treatment

Importance of Dialysis

/// Without kidney functioning toxins and fluid build up. **Without treatment this build up can ultimately lead to death.** Treatment is truly Life Saving!

/// Risks of Not Attending Full Treatments:

Excess fluid can lead to:

- Legs swelling
- Shortness of breath (fluid in the lungs)
- Fatigue
- High Blood Pressure

Excess Toxins can lead to:

- Confusion
- Decreased Appetite, Nausea & Vomiting
- Fatigue & Weakness
- Itching

/// Mental Health Impact

- Depression, anxiety, isolation, social impacts, burden on family, impact on earning money, feeling dependent on others, grief & loss, and others

Transportation & Dialysis

- // Dialysis Clinic's Function in Blocks of Time
 - Patients schedule choices:
 - Morning (6am – 11am)
 - Afternoon (11am – 4pm)
 - Late Afternoon (2pm – 8pm)
- // Transportation is a barrier for many patients
 - Rely heavily on transportation services from others – including MATP
- // Patients can spend up to 1 hour getting to treatment, 4 hours at the center, then 1 hour returning home.
 - This may not even include late rides

“People will forget what you said, people will forget what you did, but people will never forget how you made them feel.”

— Maya Angelou





Thank you for coming!

Contact us anytime. We're here to help.

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BFM Updates

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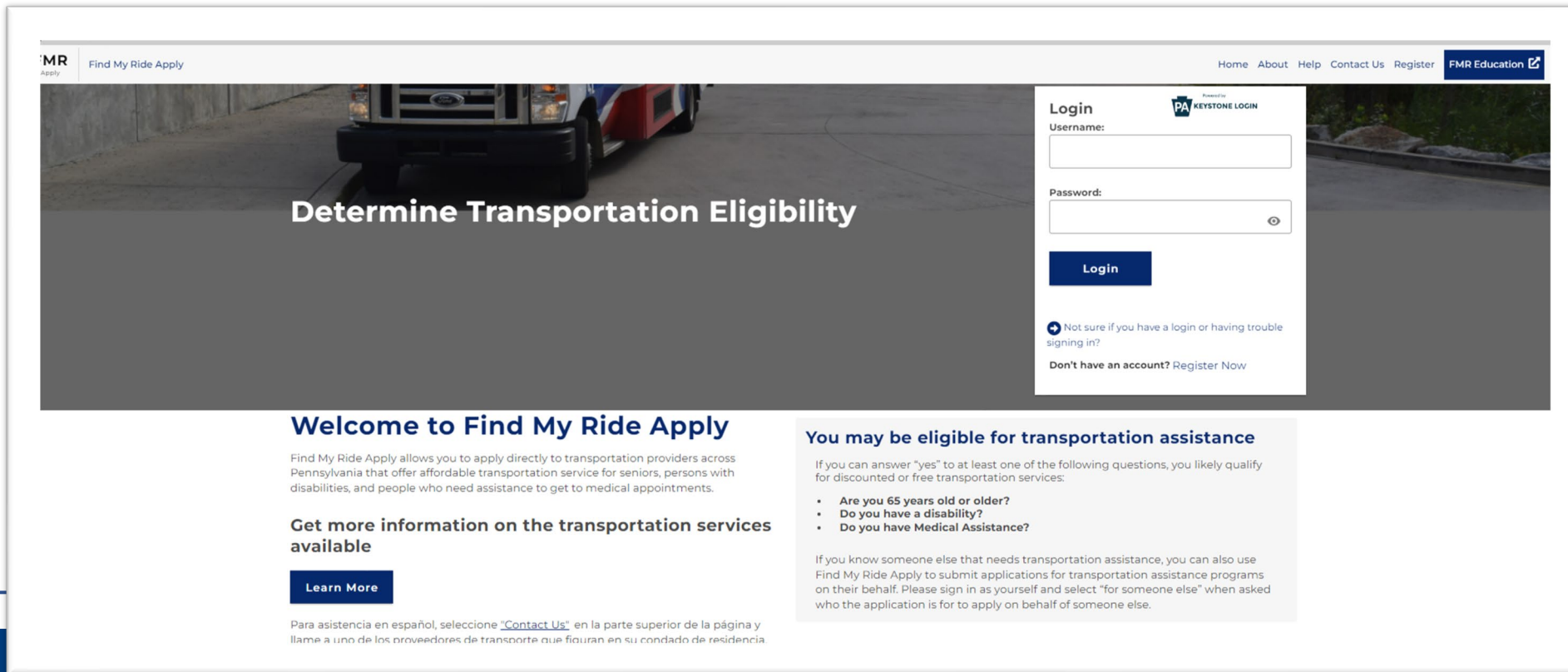
We would like to introduce the newest team members to the Bureau of Fiscal Management!

- ✓ **Xianming (Alex) Wang** | *Program Analyst 3, Division of Hospital and Outpatient Rate Setting*
- ✓ **Farooqi Tauseef** | *Fiscal Management Specialist 2, Division of Hospital and Outpatient Rate Setting*

PennDOT Updates

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

- ❖ Upcoming Find My Ride Apply release date is August 5th
- ❖ Mileage reimbursement kickoff 7/23
- ❖ HIPAA authorization being incorporated into Find My Ride Apply



The screenshot shows the homepage of the Find My Ride Apply website. At the top left, there is a logo for 'MR Apply' and the text 'Find My Ride Apply'. On the right side of the header, there are navigation links: 'Home', 'About', 'Help', 'Contact Us', 'Register', and 'FMR Education'. The main banner features a photograph of a white van with a red and blue stripe, and the text 'Determine Transportation Eligibility'. Below the banner, there is a 'Login' section with 'PA KEYSTONE LOGIN' branding, fields for 'Username:' and 'Password:', a 'Login' button, and a link for users who are not sure if they have a login or having trouble signing in. Below the login section, there is a 'Welcome to Find My Ride Apply' section with a brief description of the service and a 'Learn More' button. To the right of this is a section titled 'You may be eligible for transportation assistance' which lists three criteria: 'Are you 65 years old or older?', 'Do you have a disability?', and 'Do you have Medical Assistance?'. Below this is another section with information for users who know someone else that needs assistance.

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



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Q&A

Raise
Hand

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Thank You!

Email us with any suggestions or questions

- Gwen Zander: gzander@pa.gov
- Tammi Carter: tacarter@pa.gov

Stay tuned for a feedback survey following this call