

Commonwealth of Pennsylvania
Department of Human Services

MATP Quarterly Administrators Call

October 14, 2021



Welcome & Overview

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

- Tammi Carter, MATP Program Director
- Michele Minter, MATP Financial Director
- Daphne Simeonoff, MATP Program Supervisor
- Amy Brandt, MATP Financial Supervisor

Topics for the calls will vary and be responsive to questions and feedback from participants.

Suggestions welcomed!

MATP ADMINISTRATORS CALL

**Welcome &
Overview**
10 mins

**Administrative
Processes**
15 mins

**Discussion
Forum**
~ 25 mins

**Workgroup
Updates**
5 mins

**Q&A,
Next Steps**
5 mins

*Introduction to the
Quarterly MATP
Administrators
Calls*

*Review of Key
Administrative
Processes*

*Poll
County/ Regional
Open Discussion
and Solutioning*

*Update on efforts
of the MATP
Stakeholder Input
and Options
Analysis
Workgroup*

*Q&A
Next Steps*

Administrative Processes

Future calls will include review of administrative processes and discussion of any upcoming changes

Transportation Request Referral:

- Currently, the Standards and Guidelines states:
 - The Grantee shall refer exceptional transportation requests to the consumer's local CAO.
 - The Grantee shall refer non-emergency medically necessary ambulance transportation to the consumer's local CAO, for consumers covered by the Department's MA Fee-For-Service program,
 - The Grantee shall refer non-emergency medically necessary ambulance transportation to the MCO, for consumers covered by the Department's MA mandatory managed care program (HealthChoices)

➡ ***New Initiative: Ops memo is forthcoming with process enhancements***

Recent CMS Guidance (CMS Informational Bulletin, July 12, 2021):

- Requirement that ensures any provider, including transportation network companies (such as, without endorsement or limitation, Uber, Lyft, and other "ride sharing" companies) as well as individual drivers of non-emergency transportation to medically necessary services receiving payments under such plan, meets specified minimum requirements. The exception to this requirement is any public transit authority.

➡ ***New Initiative: Ops memo is forthcoming with specified requirements***

Future calls will include review of administrative processes and discussion of any upcoming changes

Complaints:

- Currently, all implemented complaints processes must include the minimum reporting and documentation requirements provided by OMAP in the Standards and Guidelines.

➔ *New Initiative: Ops memo is forthcoming with process enhancements*

Transportation Denials:

- Currently, when a request for transportation is denied or reduced or services terminated, the Grantee shall issue the Department's standard written notice form to the consumer. The notice explains the reason for the action taken and informs the consumer of the right to appeal. All other processes are outlined on pages 37 and 38 of the Standards and Guidelines.

➔ *New Initiative: Please submit all written notices to OMAP*

Workgroup Updates

Starting in January 2020, DHS actively engaged with a workgroup of **key stakeholders** around the state to **define options** for the MATP program going forward.

The **Workgroup Summary report** is **currently in the review and approval cycle**.

Thank You!

Email us with any suggestions or questions

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