

Commonwealth of Pennsylvania  
Department of Human Services

# MATP Quarterly Administrators Session

October 25, 2023



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*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



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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
- Robert Scalia, Director, Division of Budgets and Contracts
- John Taylor, Manager, Planning and Technology
- Maribel Torres, MATP Program Monitor
- Chris Stout, MATP Program Monitor
- Ron Minnich, MATP Program Monitor

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

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## Quarterly Administrators Call



**Welcome and  
Overview**



**Administrative  
Discussion**



**Spotlight  
Presentation**



**BFM &  
PennDOT  
Updates**



**Guest  
Speaker**



**Administrative  
Processes**



**Questions and  
Answers**



Purpose of the  
Quarterly  
Administrators  
Call



Program  
Standards  
Reviews Timeline  
and Update  
(PSR)



Montgomery  
County



BFM  
Reporting  
& PennDOT  
Updates



Pennsylvania  
Health Access  
Network



Referrals Update



Open  
Discussion

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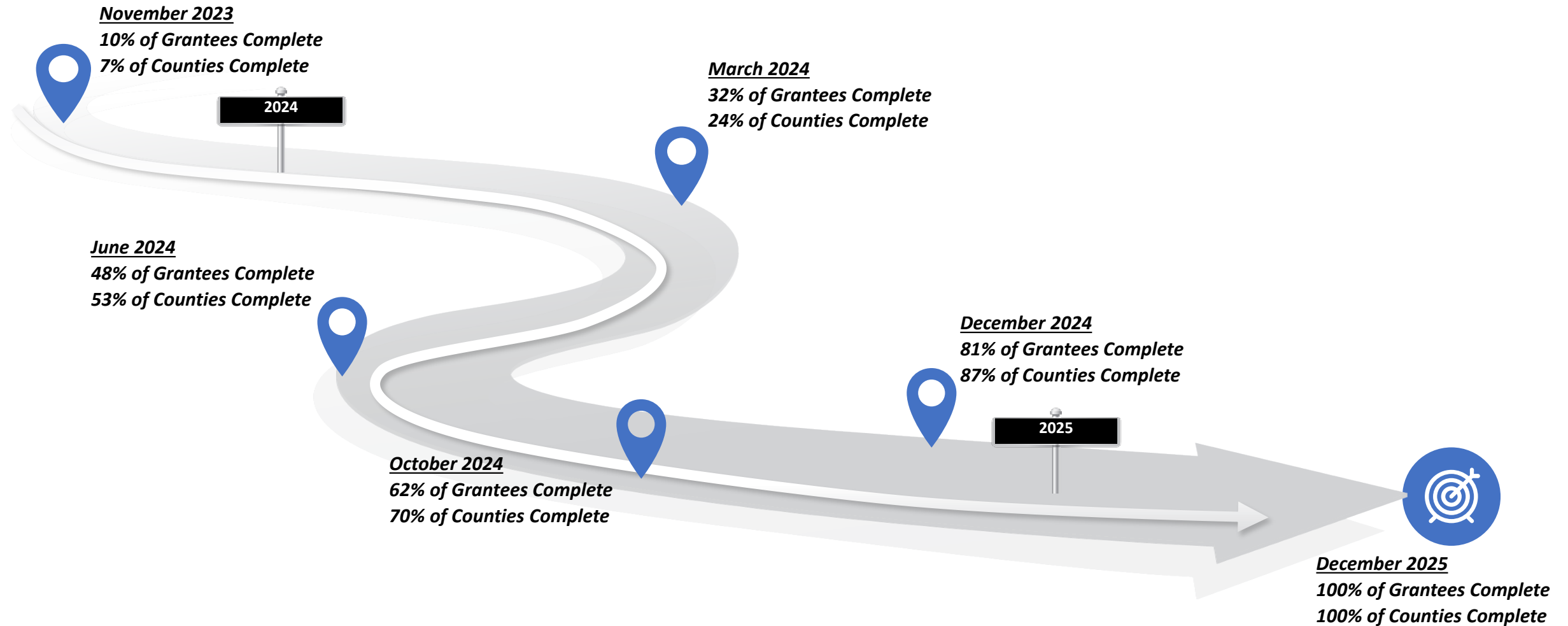
# Administrative Discussion

**Tammi Carter, DHS MATP Program Director**

**Ron Minnich, DHS MATP Program Monitor**

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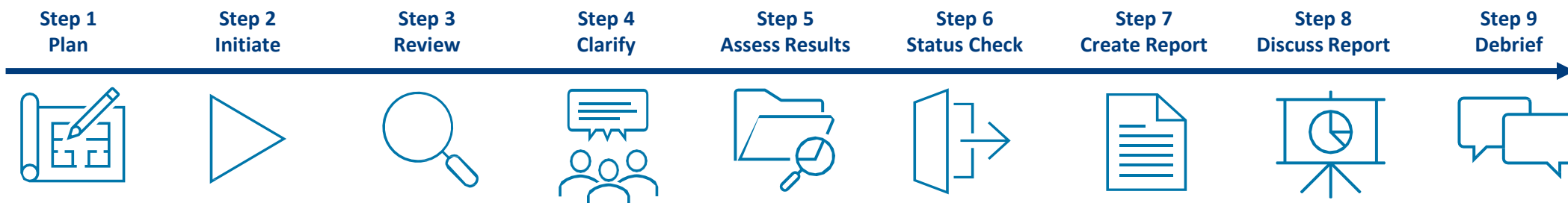
# Proposed MATP Program Standards Review Rollout Timeline



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**Background:** The Medical Assistance Transportation Program (MATP) conducted a workgroup study which produced a summary report in December of 2022. The report reflected compiled research and included potential options for improving the administration and service delivery of the MATP. The implementation of those initiatives has enabled the MATP to move forward with an enhanced monitoring initiative. The enhanced monitoring program resulted in the creation of the MATP Program Standards Review (PSR) process.

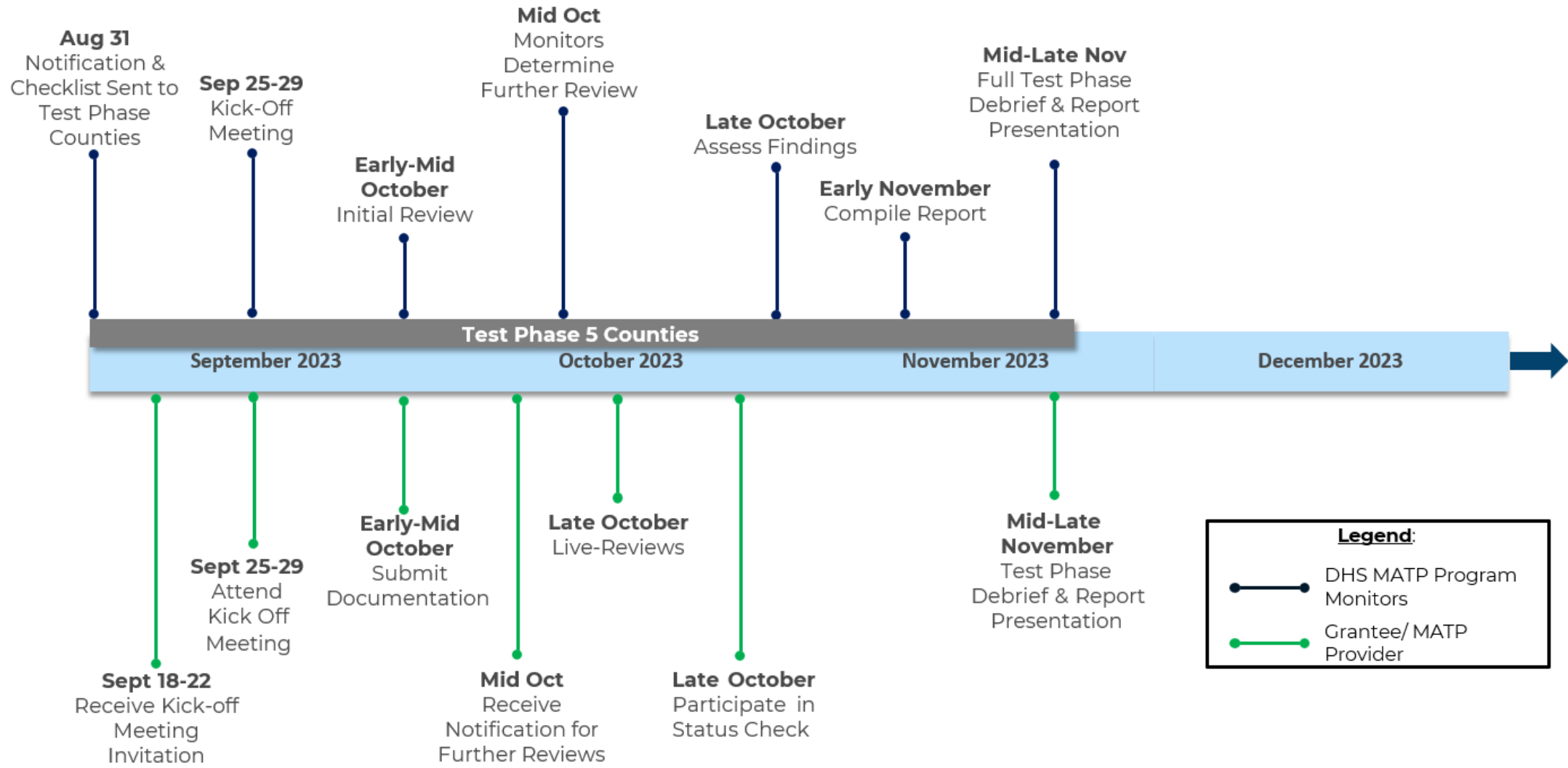
**PSR Process:** The Program Standards Review Process has a total of nine steps, and the total process from start to end for each PSR is estimated to take ~90 days. The PSR process will include a multi-phased rollout starting with the Test Phase in Fall 2023.



**Test Phase Status Update:** The Test Phase includes five counties of varying model type, geographic composition, and service delivery methods. Currently, the five counties have all had their formal PSR Kick-Off call to **initiate** and are actively submitting documentation outlined on their PSR Checklist for **review**. The Test Phase is expected to be completed by mid-November 2023.



# Administrative Processes: PSR Test Phase Update



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# Spotlight

**Chris Stout, DHS MATP Program Monitor**

**Susan Kopystecki, TransNet Executive Director**

**Maribel Torres, DHS MATP Program Monitor**

## Montgomery County – Vendor Model

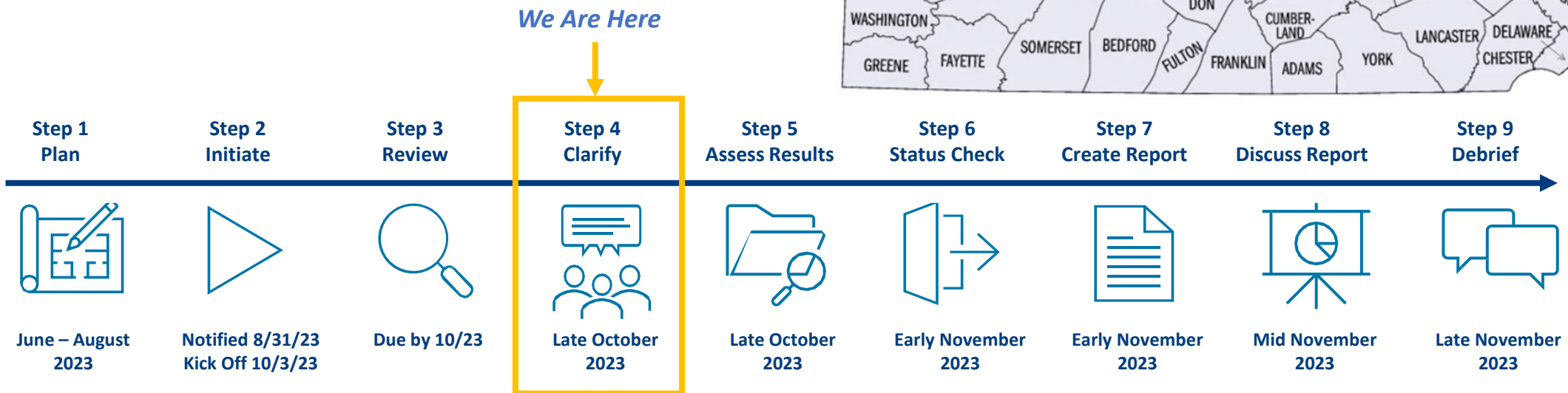
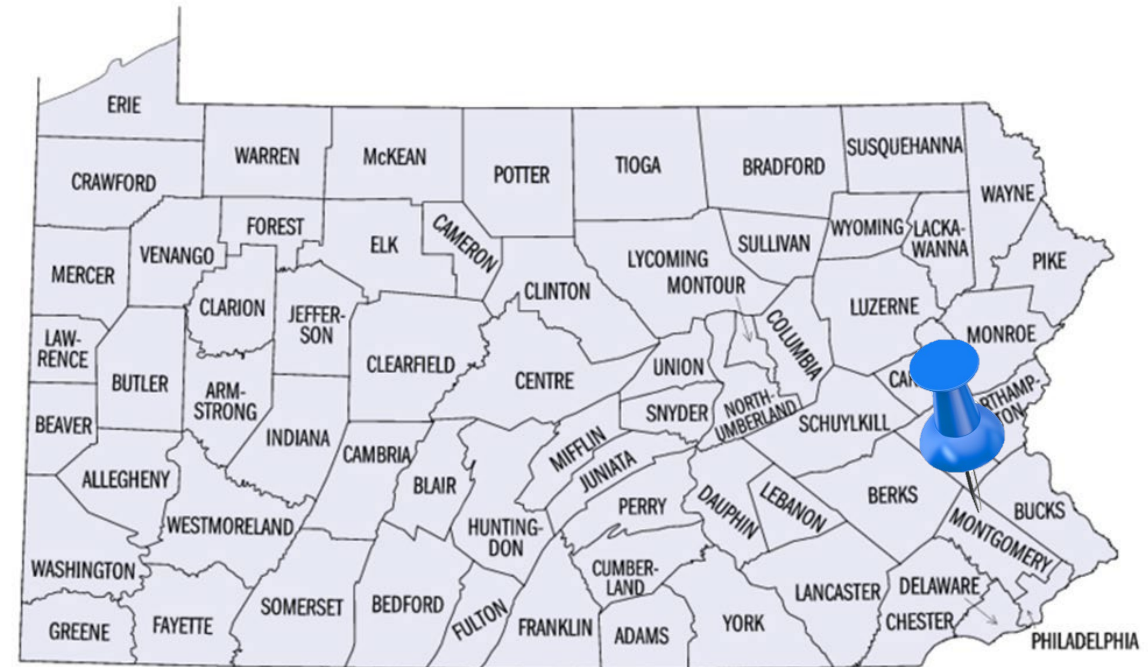
**County Speaker:** Susan Kopystecki

**DHS MATP Staff:** Chris Stout

**Grantee:** Montgomery County

**Service Provider:** Transnet (Suburban Transit Network, Inc.)

**County Commissioner:** Kenneth Lawrence



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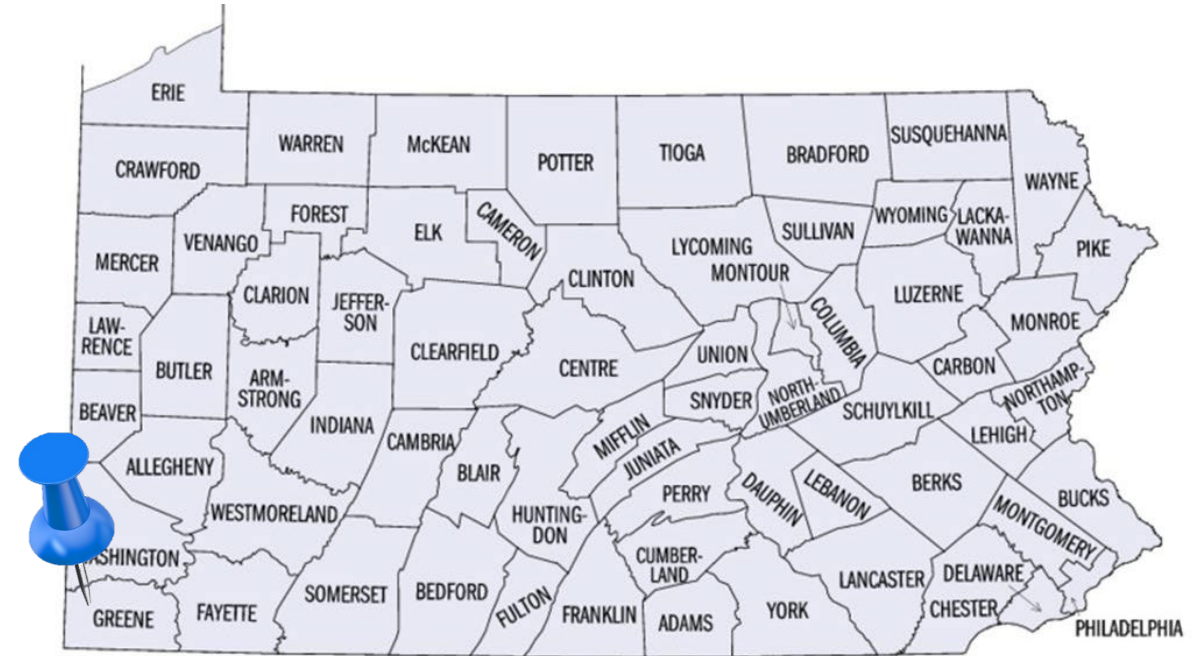
## Greene County – Service Provider Model

DHS MATP Staff: Maribel Torres

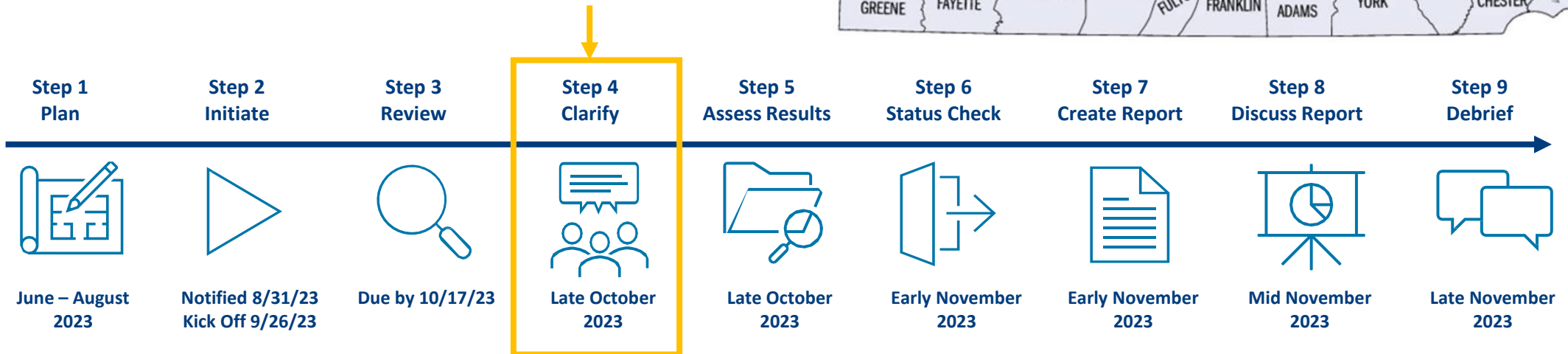
Grantee: Greene County

Service Provider: Greene County Transportation

County Commissioner: Mike Belding



*We Are Here*



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# **BFM Update**

**Robert Scalia, Fiscal Management Specialist 2,  
Bureau of Fiscal Management**

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Now that we're past the first quarter of the new fiscal year, we'd like to share some of our recent accomplishments in the MATP Financial reporting process. Additionally, we'll be providing details on upcoming events.

## Recent Accomplishments

- All County Q4 cost reports have been received and approved—42 days earlier **(11.5% sooner)** than previous fiscal year
- Initial Allocation letters have been delivered to all counties
- 1<sup>st</sup> and 2<sup>nd</sup> Quarter Advance payments processed and have been paid counties

## Going Forward

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

- **Timely Submissions:** Continue submitting cost reports, reconciliation reports, signed allocation letters on time to allow for more uninterrupted funding
- **Prompt Responses:** Rapid turnaround on any communications involving these reports to iron out discrepancies and improve consistency of county payments

## Friendly Reminder

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

## Reporting Timelines

Reporting & Agreements	Deadlines
<b>Initial Allocations &amp; Grant Agreements</b>	Signed Allocation and Grant Agreements were completed 10/6
<b>Quarterly Cost Reporting</b>	Status Below
Quarter 4 FY 22/23	<b>Completed</b>
Quarter 1	<b>Due 10/31</b>
Quarter 2	<b>Due 01/31</b>
Quarter 3	<b>Due 04/30</b>
Quarter 4	<b>Due 08/31</b>
<b>Monthly Trip Data</b>	<b>Due 45 days after month has ended</b>
<b>Reconciliation</b>	<b>Due 8/31</b>

Please remember to submit these reports in order reconcile the previous fiscal year FY 22-23

# PennDOT Update

**John Taylor, Manager, Planning and Technology**

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# Guest Speaker

**Jessy Foster, Deputy Director of Policy and Partnerships, Pennsylvania Health Access Network (PHAN)**



# Grassroots Advocacy



- Addresses root causes, not just effects
- Benefits everyone, not just individuals
- Power in numbers & data
- Engages communities, marginalized groups
- Encourages accountability from decision makers

# Issues We've Heard About

In 2019 and early 2020, PHAN conducted a survey working with partners across the state to collect feedback about consumer experiences. These findings were culminated into a report shared with the Office of MATP.

Feedback included:

- Need for more information about the program
- Need to simplify navigating application process
- Need for more vehicle availability in rural areas
- Need for improved scheduling to address timeliness
- Need for assistance via aides for persons with disabilities
- Need for accompaniment for parents without access to childcare

# Topics for Ongoing Consumer Feedback

- How did you learn about MATP?
- Have you or someone you're close with used it?
- What was your/their experience like?
- What things worked really well?
- What things can still be improved?

# Examples of Community Input

- PHAN helped connect individuals to community listening sessions held during an 18 month review period to provide direct input
- PHAN also helped create bilingual outreach materials to inform consumers about MATP and specific updates during the pandemic including screening and social distancing measures
- Ongoing communication with the Office of MATP to connect on “tricky” cases as needed

A few edits and additions have been made to the previously shared summary. This version is up to date as of 5/15/2020.

## WHAT IS MEDICAID TRANSPORTATION?

Pennsylvania provides free transportation to medical appointments for people on Medicaid through the Medical Assistance Transportation Program (MATP).



## HOW DOES MATP WORK?

MATP helps people use public transportation, shared rides, or offers payments for gas. It can be used to go to doctors, specialists, hospitals, tests, therapy, mental health counseling, treatment for addiction, dentists, pharmacies and more. The program determines the best way to help you depending on where you live, where your appointment is, and what your health needs are.



## WHO CAN USE MATP?

To qualify for MATP, you must:

- already receive Medicaid benefits
- live in Pennsylvania
- have an unmet need for medical transportation

## HOW DO I SIGN UP?

Each county has a local phone number you must call to register. You will need to submit a paper application and an assessment of your needs. A list of all providers can be found at: [bit.ly/MATPPProviders](http://bit.ly/MATPPProviders)



**NEED HELP? PHAN IS HERE. CONTACT JESSY FOSTER // JESSICA@PAHEALTHACCESS.ORG // 877.570.3642 X707**



## GAS MILEAGE REIMBURSEMENTS

Rates have been increased to \$0.25/mile + tolls and parking expenses for persons with access to a vehicle (their own/ family/ friends).

## SCREENING FOR COVID-19

Do you have symptoms including +100.4 degree fever, cough, or short of breath?

Do you live with or been in close contact (within 6ft for +10 mins) in the last 2 weeks with someone diagnosed with COVID-19?

Have you been diagnosed or do you think you may have COVID-19?

## ADDITIONAL SPECIFICS

Do you wear a mask or other face covering and a scarf, or do you not wear a mask when going for a medical appointment? MATP will provide reimbursement for its attempts to

## SCREENING FOR IN-PERSON NEED

MATP providers may ask to confirm you need to be seen in-person, including by way of 3-way calls to your provider or your plan, or ask if you are eligible for tele-medicine.

Priority will be made for but not limited to continue care for:

- Dialysis
- Chemotherapy
- Radiation Therapy
- High-risk OBGYN
- Urgent Care Clinics
- Pharmacies
- Medication Assisted Treatment
- Intravenous therapeutic treatments
- Other medical visits with provider confirmation of need

## DETERMINING ELIGIBILITY TO RIDE

If all 3 questions are answered "no" a ride can be scheduled.

If only question 1 OR 2 is answered "yes" a ride can be scheduled, but

- The consumer must have a individual ride
- The consumer must wear a face mask
- The driver must also wear a face mask

If questions 1 AND 2 or question 3 are answered "yes" consumers CANNOT use MATP

The provider must complete a referral form, issue a written notice of denial, and assist consumers find alternative transportation. At minimum, they should provide the consumer with the plan's phone number.

## POST COVID

After a min 3 days without a fever without using medication AND a min 10 days since symptoms first appeared, individual rides can be provided. Face coverings required.

# Questions/Comments?

Jessy Foster

Deputy Director of Policy & Partnerships

[jessica@pahealthaccess.org](mailto:jessica@pahealthaccess.org)

877.570.3642 x707

# Administrative Processes

**Ron Minnich, DHS MATP Program Monitor**

# Referral Process Reminder

MATP OPS Memo # 11/2022-001 was issued on November 30, 2022 notifying MATP Agencies of the **revised referral process** to be used when a request for transportation cannot be provided through the MATP and efforts have been made to seek possible local resources.

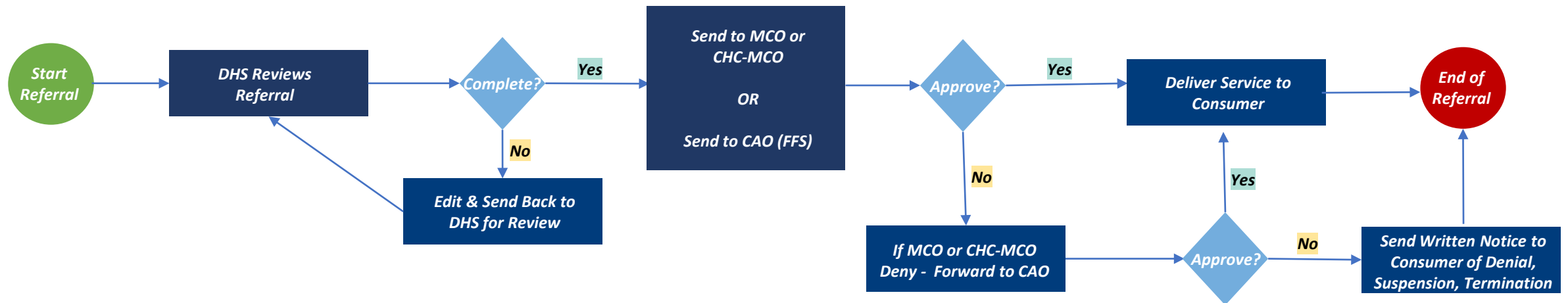
**Referrals Must Be** sent to the county DHS Program Monitor for review **before** they are forwarded to the Managed Care Organization (MCO), Community Health Choices (CHC-MCO), or County Assistance Office (CAO)

**After the referral has been reviewed** by the DHS Program Monitor and returned:

1. Referrals for all Consumers with MCO or CHC-MCO services must be first sent to their MCO or CHC-MCO for review
  - a. If the MCO or CHC-MCO deny the services, the referral will then be forwarded to the County Assistance Office
2. Referrals for Consumers covered by Fee For Service should be sent to the CAO

**When Services Are Denied, Suspended, or Terminated** a **Written Notice** should be sent to the Consumer when a referral is made.

If you have a question about whether to issue a written notice, contact your county DHS Program Monitor.



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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

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# Thank You!

Email us with any suggestions or questions

- Tammi Carter: [tacarter@pa.gov](mailto:tacarter@pa.gov)
- Daphne Simeonoff: [daphsimeon@pa.gov](mailto:daphsimeon@pa.gov)
- Amy Brandt: [amybrandt@pa.gov](mailto:amybrandt@pa.gov)

Stay tuned for a feedback survey immediately following this call