

Commonwealth of Pennsylvania  
Department of Human Services

# MATP Quarterly Administrators Session

October 26<sup>th</sup>, 2022



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

***Get Ready Now!***

You can participate in the poll in either of the following ways:

- by texting **MATP** to **22333** to join
- *or* by going to **[www.pollev.com/matp](http://www.pollev.com/matp)** to respond



*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

# 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

- 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!***

Topic	Speaker
Welcome	Tammi Carter
Administrative: <ul style="list-style-type: none"><li>• Referral Process</li><li>• Written Denial of Services Notices</li></ul>	Tammi Carter, Daphne Simeonoff
County spotlight: Delaware County	Latoria Kirksey
PennDOT Updates	John Taylor, Danielle Spila
BFM Updates	Gwen Zander, Amy Brandt
S&G Updates	Daphne Simeonoff
Discussion/ Q&A	Tammi Carter, Daphne Simeonoff
Conclusion	Tammi Carter

# Administrative Processes

**Background:** The proposed new process is meant to streamline the current referral process through standardization and enhanced communication between MATP Agencies, MCOs and CAOs.

Today, we will review the updated referral process for the following:

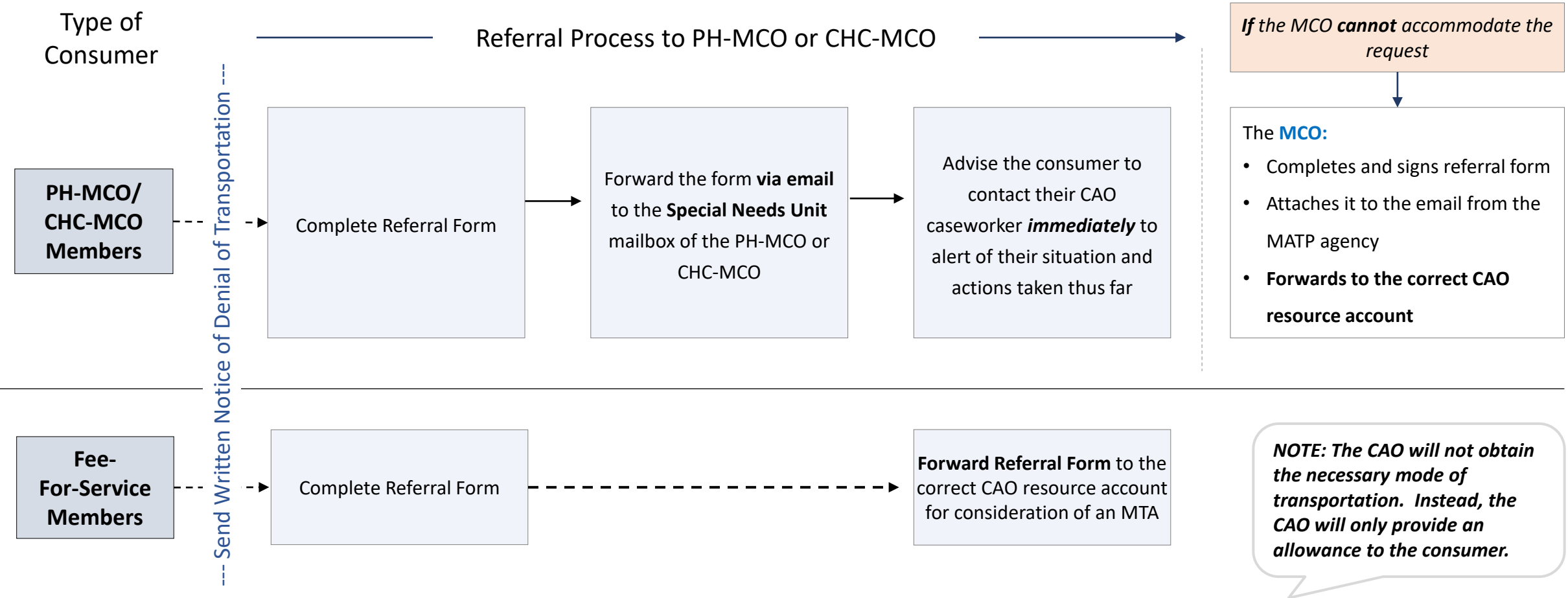
**1. NEMT Requests through MATP Agencies**

- a) PH-MCO & CHC-MCO Enrollees
- b) Fee-For-Service Enrollees

**2. NEMT Requests From MCO's**

# Referrals Process- NEMT Requests through MATP Agencies

***If the MATP Agency is unable to provide the requested transportation and has made efforts to seek possible local resources, they must do the following for:***

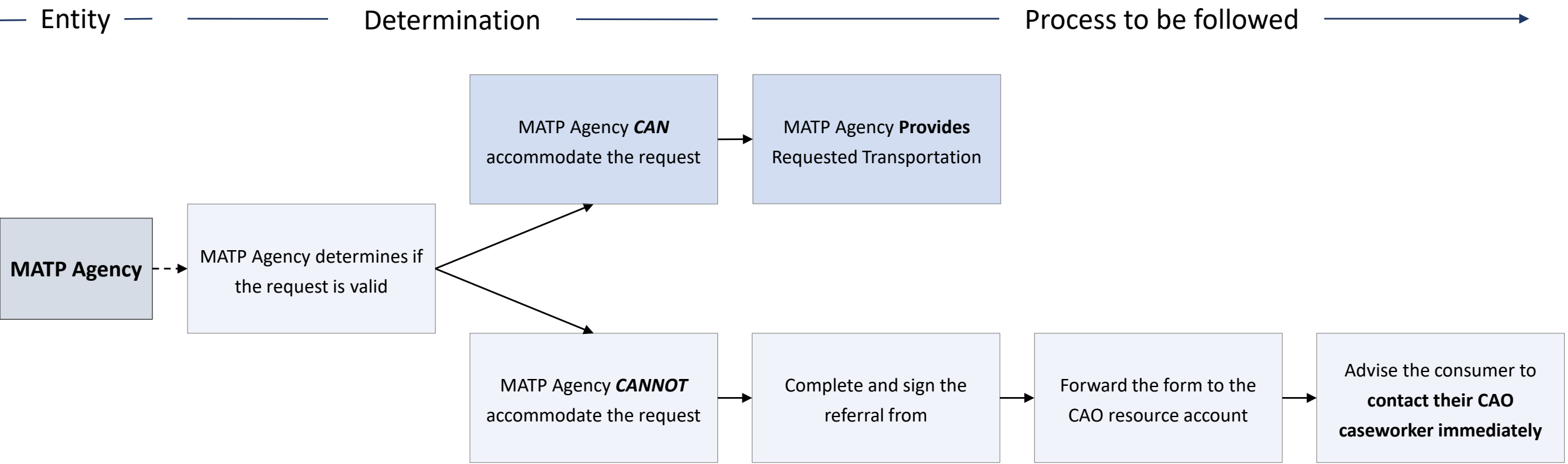


*The CAO will not review the request for an MTA for a consumer enrolled in a PH-MCO or CHC-MCO without a completed referral form signed by both the MATP agency and MCO acknowledging that neither can accommodate the consumer's request for transportation along with a detailed reason why.*



# Referrals Process- NEMT Requests From MCOs

*The MATP Agency shall do the following upon directly receiving a signed referral form from an MCO:*



*The CAO will not review the request for an MTA for a consumer enrolled in a PH-MCO or CHC-MCO without a completed referral form signed by both the MATP agency and MCO acknowledging that neither can accommodate the consumer's request for transportation along with a detailed reason why. Any issues with the referral should be directed to the CAO MATP Liaison. A complete list of CAO MATP Liaisons may be found on the MATP website here: [Medical Assistance Transportation Program \(pa.gov\)](https://www.pa.gov/medical-assistance-transportation-program) under Transportation Referral*

# Denial of Transportation Written Notice

## Written Notice

Any time your program denies, reduces or terminates a service (including a denial of or reduction in mode of service as requested by the consumer), **a Written Notice must be issued**. The issuance gives the consumer the right to appeal the determination through the DHS Fair Hearings and Appeals process.

***Upon receiving a Written Notice Form from a consumer requesting an appeal of a recent decision to reduce, suspend or terminate MATP services, please send it to the following address:***

Department of Human Services  
OMAP/MATP  
Daphne Simeonoff, Program Manager  
Eira Andrade-Hall, Program Advisor  
Commonwealth Tower-8th Floor  
P.O. Box 2675  
Harrisburg, PA 17105-2675

## Fair Hearings and Appeals Guidelines

The Request must be sent to our office **within 2 business days of receipt** to ensure that the Hearing is scheduled in a timely manner.

It is important that a representative from the **MATP agency that issued the written notice attend the hearing**, either by phone or in person. **If there is no Agency representation, the consumer automatically wins the Appeal.**

# County Spotlight – Delaware

## Find my Ride

- **Successes**
- **Challenges**
- **Consumer Feedback**

# Updates: PennDOT and BFM

- Find My Ride Toolkit:
  - Social media resource
  - Accessed to promote the service
- Fixed Route and Mileage Reimbursement Grant from FTA
- Human Services Transportation Study

- **Supplemental One-Time ARPA Payments**

- DHS received CMS approval in May to send \$12 million from the American Rescue Plan Act funding to MATP providers to support non-emergency medical transportation workforce expansion with one-time payments to recruit and retain qualified drivers to provide non-emergency medical transportation (NEMT) services. MATP agencies will pass this funding along to drivers in the form of sign-on and retention bonuses to help address the driver shortage.
- DHS received CMS approval on October 14 of our State Plan Amendment explaining the payment methodology, which was based on trip volume between April 2021 and March 2022
  - 40% of \$12 million will go to Modivcare based on trip volume. It will be paid in the form of a supplemental PMPM of about \$3.47.
  - 60% of \$12 million will be allocated among non-broker counties based on trip volume. It will be paid in the form of a supplemental per-trip rate of about \$2.27.
- Date of payments is TBD, as is the reporting mechanism to demonstrate that funds were used for the intended purpose.

# S & G Updates



Several topics in the current S&G are being updated

- **Topics undergoing revisions:**

- Urgent Care
- Consumer No Shows
- Denial of Transportation
- Complaints Process

- **New topics being introduced:**

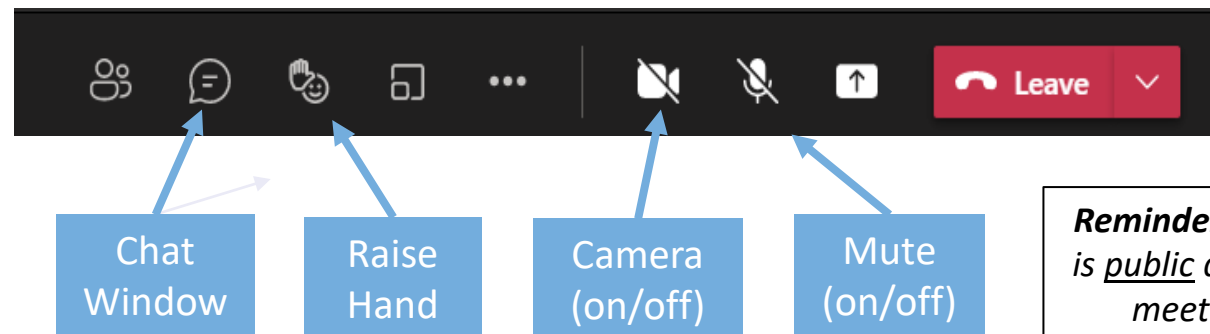
- Infectious Disease and Vector Policy
- Service Animals
- Bariatric Transportation

# Discussion

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

## TEAMS GUIDE

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

## Modes of Transportation

Allowing consumers to be assigned to mixed modes of transportation – i.e., paratransit and mileage reimbursement

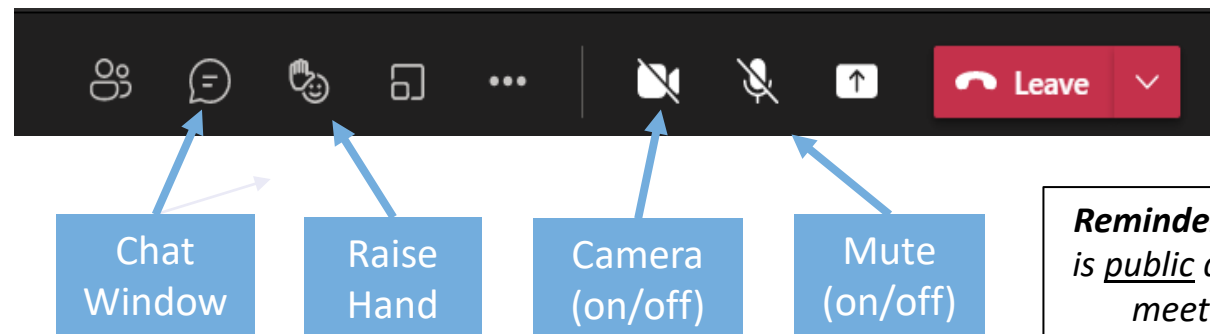
- What operational constraints may exist? What is the administrative lift?
- How might consumers/ providers benefit from multimodal options?

## Bariatric Transportation

- What are the major concerns with bariatric transportation? (e.g., referral process, locating a viable provider)
- How do you partner with providers that have bariatric transportation services?

## TEAMS GUIDE

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!

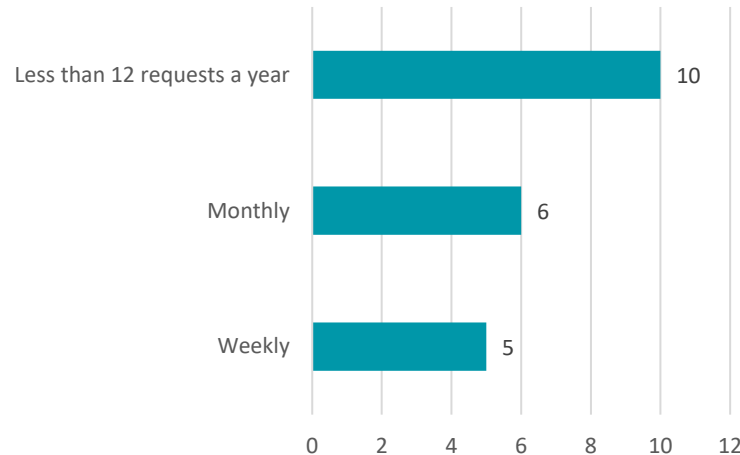
- Tammi Carter: [tacarter@pa.gov](mailto:tacarter@pa.gov)
- Daphne Simeonoff: [daphsimeon@pa.gov](mailto:daphsimeon@pa.gov)
- Amy Brandt: [amybrandt@pa.gov](mailto:amybrandt@pa.gov)

# July Quarterly Administrators Call Feedback Survey Results

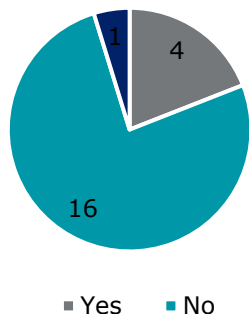
**23 individuals** representing **20 counties** responded to the survey

## Child Policy

**Frequency of requests counties receive from parents to bring their children with them on the trip for the parent's medical appointment**



**Number of counties that have car/booster seats available for the child to use?**



**How often counties allow children to accompany parent's medical appointments**

**62%** of the respondents said that they **NEVER** allow children to accompany parents for the parent's medical appointment

**38%** of the respondents said that they allow children to accompany parents for the parent's medical appointments

**Who is responsible for providing and installing car seats?**

- Parent- 16
- Transportation provider/ driver - 2
- Parent provides; driver installs - 1

## Service Animals

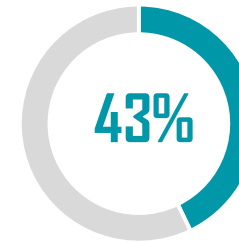
**Riders request the following animals other than service dogs to bring with them on trips:**

Cats

Guinea Pigs

Other Dogs

Birds



- % counties that strictly **follow the ADA guidelines** for their service animal policy and/or **only allow service animals**
- 6 counties also allow emotional support animals and 6 counties do not have any service animal policy in place

**Frequency of requests counties receive requests to bring a service animal on a trip:**



## County/ Provider Initiatives

- Find My Ride Apply
- Pilot program for same day service
- Annual client surveys