

Medical Assistance Transportation Program Memorandum MATP OPS # 01/2010-15

Date: January 15, 2010

Subject: Assessing Mode, Written Notices, the Appeals Process and Denials Reporting

To: All Statewide County Medical Assistance Transportation Program
(MATP) Offices

From: Tyrone E. Williams, Director, MATP

Purpose

To remind counties of the following:

- 1) They are responsible for assessing the most appropriate mode.
- 2) Use of an approved assessment tool per the Instructions and Requirements (I&R) is required.
- 3) That a written denial notice is required every time a service is denied
- 4) That the Written Notice Form contained in MATP Ops Memo 01-2008/05 is mandatory.
- 5) The requirements of the appeals process.

In addition, we want to notify counties that we are adding a section to the financial quarterly reports for denial data.

Background

Statewide data on MATP appeals and conversations with county MATPs have revealed the need to reiterate that DPW expects county MATPs to determine the appropriate mode of transportation for consumers, and to remind counties regarding the requirements related to written notice forms and the appeals process.

Additionally, the Department is adding denials reporting as part of the county's quarterly reports to allow for monitoring of the issuance of denials in MATP.

Discussion

Trip assessments

Through the MATP Instructions & Requirements (I&R), DPW delegates to the County MATP offices the responsibility for determining the least-expensive, most appropriate transportation service available to meet the consumer's needs. It is DPW's expectation that each County MATP office develops and implements a process for making that determination. The I&R contains an Assessment Tool which the counties must incorporate into their process for determining the most appropriate mode of transportation. If a county does not ask any of the questions on the Tool as part of its process, the county must provide DPW with justification for those omissions.

Written Notices and Appeals

The I&R excerpt 55 Pa. Code §275, the regulations that govern the consumer appeals process in all DPW funded programs. In summary:

- 1) MATPs must give a consumer a written notice any time a request for service is denied, terminated or reduced; see 4) for exceptions
- 2) The notice form must be the form issued in MATP Ops Memo 01-2008/05 (and attached here), which must be completed in full
- 3) The notice form must be accompanied by a CAO Referral Form
- 4) A denial includes any instance in which
 - a. a trip has been requested and no trip has been authorized
 - b. the transportation requested is not to a medical facility as defined by MATP
 - c. the consumer has not provided requested documentation for purposes of obtaining mileage reimbursement
 - d. the agency is unable to provide the services
 - e. a consumer asserts that the mode assigned by MATP is not appropriate to her or her needs
 - f. the consumer has requested a mode that has not been approved
- 5) A written notice is not required when
 - a. the trip is denied because the consumer is not eligible for MA, or
 - b. the requested destination is not a medical service
- 6) If the consumer is being terminated or suspended from the program the notice must specify the effective date and must be sent at least fifteen days prior to the effective date; if the consumer files an appeal within ten days the consumer is entitled to continuing benefits while the appeal is pending.
- 7) Consumers may appeal the written notice orally or in writing. Consumers have 30 days from the mailing date to appeal. If the appeal is oral, the MATP must reduce the appeal to writing and obtain the consumers signature. As directed on the written notice form, the consumer must file the appeal with the county MATP.

Denial Data

Effective with the third quarter 09-10 quarterly report, MATP is instituting the reporting of the number of denials issued by the county MATP, The county MATP shall include the number of denials issued on the quarterly Trip and Client Data Report in the space provided.

Next Steps

MATP county offices should begin to review their internal processes for compliance with the above reminders. In addition, counties should prepare to submit denial information on a quarterly. Should you have any additional questions, please call your program advisor.