

# Medical Assistance Transportation Program (MATP) Operations Memorandum *Systems* MATP OPS # 05/2008-008

**Date:** May 30, 2008

**Subject:** MATP Door-to-Door Policy

**To:** All Statewide County MATP Program Offices

**FROM:** Tyrone E. Williams, Director, MATP

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## **Purpose:**

The Medical Assistance Transportation Program (MATP) is reminding the Counties of their obligation to adhere to the parameters of door-to-door service, as mandated by the Instructions and Requirements (I&R).

## **Background:**

The MATP I&R Pg.11, section H.L. states, "The standard paratransit service shall be curb-to-curb. The County shall provide door-to-door service based on the level of service that is appropriate for the consumer's physical and mental capabilities. The availability of door-to-door service shall be communicated to all consumers at the time they apply for services and anytime they request a change to paratransit service."

## **Discussion:**

Onsite and complaint reviews have indicated variances in the application of the door-to-door policy across the Commonwealth. This Operations Memo seeks to ensure that *all* County programs provide at least the same minimum level of door-to-door service based upon need in the areas of evaluation and certification. We request that you adhere to the following parameters:

1. Each county should use either the approved Special Needs Assessment Form or a similar (which the county can develop) assessment document to determine a consumer's need at time of application.
2. Each County should have a policy on how they will assess the need for door-to-door. At a minimum, a county's policy should include the following:
  - Information on how a doctor can certify the need for door-to-door service. For example, counties can provide a form for a physician to complete regarding the need for door-to-door service due to the limitations of the consumer (i.e. can't ambulate steps, can not ambulate alone outside without walker/cane) and the duration of time this service is needed.
  - Provisions that if a county denies a consumer's request for door-to-door service, the county must provide a written notice which includes, but is not limited to information on how to file an appeal and where to get legal help
3. If the duration of door-to-door services is life long, counties can reassess the need periodically (i.e. biannually, yearly, etc) to determine whether the service is still needed.
4. Counties should give notice to consumers before the expiration of the door-to-to service and if necessary assist them with contacting their doctor if an extension is needed.

Counties who elect to develop a physician certification form must submit for review and approval by your program advisor.

In addition, counties whose standard service are door-to-door or have other approved means of certifying need do not need to change their processes or policy.

### **Next Steps:**

Counties shall review and/or create applicable internal policies and procedures for the provision of this service level. This should include training/retraining of staff, contractors, etc, and administrative and material adjustments to reflect the proper delivery of this service. If you have any questions, please contact your program advisor.