

# Medical Assistance Transportation Operations Memorandum *Operations* MATP OPS # 04/2009-010

**Date:** April 1, 2009

**Subject:** Summer Therapeutic Activity Program Transportation

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

**From:** Tyrone E. Williams, Director, Medical Assistance Transportation Program (MATP)

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## **Purpose:**

To provide County MATP offices with best practice guidelines to assist in the coordination of transportation to Summer Therapeutic Activity Programs (STAP)

## **Background:**

During the summer of 2008, several concerns arose specific to Medical Assistance transportation to county STAPs. In response, DPW organized an intra-agency workgroup that included representatives from county MATP offices, County STAPs, the Pennsylvania Public Transportation Association, and others to discuss and resolve the issues identified from informal surveys. The workgroup was able to develop a list of best practices for several areas essential to the successful support of STAP services.

## **Discussion:**

The guidelines below are not meant to change the policies or procedures of a successful coordination that may already exist, but may be helpful for those counties that seek guidance with STAP transportation services.

## **Enrollment/Registration:**

Early information on potential program sites and the number of participants is essential to ensure effective planning for the summer.

- The County MATP is responsible to set up meetings with STAP to discuss requirements and transportation needs early in the process.
- Behavioral Health-Managed Care Organizations are responsible for informing MATP counties of any new STAPs that come into their network, as soon as possible.
- STAP staff is responsible to provide the number of potential program sites and the maximum number of program participants no later than the second week of April.
- The County MATP is responsible to establish and communicate the most effective process for registering program participants in the MATP. This should be discussed at the STAP pre-meetings and may vary according to county policy for registration in the MATP.
- The County MATP is responsible to provide STAP consumers/families with the MATP enrollment application, program packet or brochure.

4/2/2009

## Drop-off and Pick-up Times

To ensure timely pick-up and drop-offs both MATPs and STAPs must be flexible. Because STAPs fall under specialized services, MATPs should not apply the one-hour rule when scheduling trips (no staff will be available to accept children). We have developed the following guidelines:

- Participant drop-off time is to be no earlier than 30-minutes prior to the STAP start time.
- Participant pick-up time is to be no later than 30-minutes after the STAP session is complete.

## No Shows/Cancellations:

- The County MATP is responsible to provide MATP enrollment packet/brochure that should include appropriate policy/procedure for reporting “No-shows” and “Cancellations” and the MATP call off numbers.
- STAP staff is responsible to reinforce the MATP “No-show” and “Cancellation” policy. Parents should call to cancel STAP transportation within 24-hours of the start of camp.

## Travel Time:

- Both County MATPs and STAPs should observe the travel access standards required by their programs. Both entities are responsible to review (on a case-by-case basis) travel times of STAP participants who may encounter lengthy rides because they live in outlying areas.

## Safety:

To ensure the safety of all involved, there must be communication with parents on appropriate behavior on the vehicles as well as sufficient training for drivers and/or attendants who assist children with special needs.

- The County MATP and STAP are responsible to educate and inform drivers and/or attendants on working with children with special needs.
- The County MATP and STAP are responsible to report issues with drivers and/or attendants immediately.
- County MATP is responsible to file incident reports according to the MATP Instructions and Requirements.

## Next Steps:

Counties shall review and/or create applicable internal policies and procedures for the provision of this required service level. This should include training or retraining of staff, contractors, etc, and administrative and material adjustments to reflect the proper delivery of STAP transportation service.

Counties should notify your MATP advisor immediately of any issues related to MATP enrollment delays and problematic trips that are a direct result of extended travel distance from consumer's home to STAP.

Communication is key, simple steps in keeping the STAP facilities and parents aware of any delays in transportation drop offs and pick ups, as quickly as possible, will help reduce call center call volume and complaints. If you have any questions, please contact your program advisor.