

Medical Assistance Transportation Program (MATP) Memorandum MATP OPS # 11-2009-013

Date: November 30, 2009

Subject: Operational; Waiver Completion; Paratransit One-Hour Rule

To: All Statewide County MATP Program Offices

From: Tyrone E. Williams, Director, MATP

Purpose:

The MATP is providing further guidelines on submission of waivers relating to the MATP Paratransit One-Hour Rule. MATP suggests counties consider requesting a waiver of the One-Hour Rule for destinations that are long distances or where MATP makes multiple trips to a destination daily.

Background:

The Paratransit One-Hour Rule is defined in the MATP Instructions and Requirements and requires county MATPs to drop-off Medical Assistance (MA) recipients at their medical appointments no more than one hour prior to their appointment time and to pick them up no more than one hour after their appointment time. Meeting this standard for long trips and trips to facilities that require multiple pick-ups or drop-offs during the course of a day is often a barrier to efficient grouping of riders.

The Department has developed guidelines to assist counties that have expressed concerns with meeting this particular challenge and have considered submitting a waiver request of the One-Hour Rule.

Discussion:

The Department will consider waivers of the Paratransit One-Hour Rule:

- If the trip (one-way) is longer than one hour (refers to distance, not time on vehicle)
- If there is more than an average of 2.5 trips per day to a specific facility or defined geographic area
- If MA recipients experience drop-offs at their medical appointments no more than 2.5 hours prior to the time of the appointment and pick-ups no more than 2.5 hours after their appointment has ended
- Alternative transportation services to those who cannot schedule or reschedule medical appointments to meet the established grouped ride plan
- Exceptions for recipients who may have safety and security issues when waiting for return rides back to their residence

These guidelines do not speak to how long a recipient spends on the vehicle, if we grant an approval; we expect that a recipient's time on a vehicle may lengthen, but it should not be excessive.

We offer these guidelines as suggestions to counties to use in their planning.

The Department will still accept for review Paratransit One-Hour Rule waiver requests that do not meet these standards. Adherence to these guidelines will increase the likelihood of a successful waiver approval; however, it will not guarantee approval.

A successful waiver application must include all of the elements required on the waiver request form including clear information about impact of the waiver and a measurable standard for judging success. At a minimum, the measurable standards should include:

- The number of trips taken
- The number of unduplicated recipients served
- The number of exceptions granted
- Cost effectiveness/cost avoidance (the waiver should not cost more than what the program would cost without a waiver)
- Outcomes (improved ability to coordinate trips)

Next Steps:

1. MATP County Program Offices should review their internal process for preparing and submitting the MATP Waiver Request form.
2. Where appropriate, send the completed form (electronic version) to your program advisor.

If you have any questions, contact your county MATP Program Advisor or MATP Program Manager.