

Medical Assistance Transportation Operations Memorandum *Operations* MATP OPS # 02/2012-029

Date: February 22, 2012

Subject: New Standard: Sanction Policy for MA Recipient No-shows

To: All Statewide County MATP Program Offices

From: Tyrone E. Williams, Director, Division of Medical Assistance Transportation

Purpose:

To notify counties of a new standard regarding the allowable number of no-shows and potential sanctions for recipients.

Background:

All counties have policies and procedures for MA recipients to cancel a reservation if they no longer need a ride to their medical appointment. In most cases, a recipient need only call the MATP county office within a specified period of time to cancel a trip without it being recorded as a no-show (Scheduled trips which are not taken and not canceled by passengers within required timeframe).

MATP county offices have implemented approved policies that if a recipient has been determined to have at least three (3) no-shows in a thirty (30) day period, the county program may suspend services to the consumer for up to a thirty (30) day period with proper notice. If a recipient appeals the written notice within ten (10) days, services to the recipient continue pending the outcome of his/her fair hearing.

Discussion:

County MATP agencies will be able to initiate sanctions for no-shows if a consumer has been determined to have at least two (2) no-shows in a 90-day period. Essentially, this policy should reduce the number of no-shows a recipient could have without sanction from 24 to 4.

NEW NO-SHOW POLICY

First no-show

- MA recipient is notified of first policy violation
- Notice must indicate:
 - That another no-show within 90 days will result in suspension from the program for 30 days.

Second no-show within a 90-day time frame

- MA recipient is notified of second policy violation.
- Notice must indicate:
The recipient is suspended for 30-days and provided a written notice of appeal.

For counties that are currently requiring recipients to call the night before after the first missed no-show, you will only need to revise your policy for the 90 day period. Counties who would like to implement this policy, please refer to MATP OPS # 07-2011-24.

In addition, keep in mind, per section 10. A. 5, of the MATP Handbook, the county can waive a no-show if the incident involves a medical emergency, other documented emergency/crisis or other special circumstance. Therefore, counties should take into account any physical disabilities or chronic conditions that may have prevented consumers from complying with the initial no-show.

Next Steps:

Counties should note the change and ensure that they are following this requirement.

Counties should effectively monitor consumer no-shows and enforce their no-show sanction policy to minimize consumer no-shows and associated costs.

Should you have any additional questions, please contact your program manager or your monitor for your respective county.