

Medical Assistance Transportation Memorandum MATP OPS # 07-2011-24

Date: July 12, 2011

Subject: New optional protocol for no-show management

To: All Statewide County MATP Program Offices

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

Purpose:

To notify counties of the new **optional** protocol that will require MA recipients who no-show to call the county MATP office or transportation provider the day before their scheduled trip to confirm that they will be present for their scheduled pick-up time.

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.

The MATP Instructions and Requirements (I&R) states that if a consumer 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. Most counties follow this policy. 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 offices can now require MA recipients who no-show for transportation to medical appointments to call the county MATP agency the day before their scheduled trips to confirm they will be present for the scheduled pick-up time. If the MA recipient in this situation does not call one day prior to his/her scheduled trip, his/her name will be removed from the driver's manifest.

Counties must continue to adhere to their no-show sanction policies, as described above. In addition, counties should continue to confirm all no-shows and all no-show notices should be in writing. It is important to note, requesting that a recipient call to confirm their trip must take place before a county sends a notice of suspension.

Example:

First no-show

- MA recipient is notified of first policy violation
- Notice must indicate:
 - That another no-show within thirty days will require the consumer call the county MATP agency the day before their scheduled trips to confirm that they will be present for their scheduled pick-up time
 - Failure to call the day before scheduled transportation will result in the MA recipient's trip being removed from the driver's manifest
 - That a third no-show within thirty days will result in suspension of service

Second no-show within the thirty day time frame

- MA recipient is notified of second policy violation
- Notice must indicate:
 - Third no-show within thirty days will result in service suspension
 - MA recipient is now required call the county MATP agency the day before their scheduled trips to confirm that they will be present for their scheduled pick-up time
 - Failure to call the day before scheduled transportation will result in the MA recipient's trip being removed from the driver's manifest

Third no-show (defined as no-showing even though the MA recipient had made the required confirming telephone call) within thirty days:

- MA recipient is notified of third policy violation
- Notice must indicate:
 - 30 day suspension of service with effective dates
 - MA recipient has the right to appeal
 - Transportation can continue if appeal is requested within 10 days of notice date
 - MA recipient is still required call the county MATP agency the day before their scheduled trips to confirm that they will be present for their scheduled pick-up time

Next Steps:

If a county chooses to implement this policy, they must notify the Department in writing. The county should outline their procedures on how they will account for recipients who need to call to confirm their trips. When identifying recipients under this policy, counties should take into account the MATP Instructions and Requirements guidance on no-show policy.

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

When a MA recipient is issued a written notice to sanction for excessive no-shows, the following statement must be included in the written notice:

If you choose to appeal this decision and do so on or before the date indicated in Section II, paragraph 4 of the attached notice, your transportation services will continue pending the outcome of your appeal. You will be required, however, to call the MATP office one day before any future trips while your fair hearing request is pending in order to verify your pick-up time. If you do not call-in the day before, your name will be removed from the driver's manifest and you will not be picked-up. Our office phone number is _____ if you have any questions.

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