

Medical Assistance Transportation Program (MATP) Memorandum MATP OPS # 07-2011-25

Date: July 12, 2011

Subject: Elimination of Waiver Requirement under Certain Conditions; One-hour Rule

To: All Statewide County MATP Offices

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

Purpose:

The MATP is providing additional guidelines relating to the MATP One-Hour Rule. MATP is eliminating the requirement for counties to request a waiver of the One-Hour Rule for destinations that are more than one hour away and/or when multiple trips are made to a specific destination daily. These guidelines will allow counties to establish efficient, shared, scheduled transportation to common destinations.

Background:

The MATP Instructions and Requirement require 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 these guidelines to assist counties that have expressed concerns with meeting this particular challenge. These guidelines establish the parameters under which a county may set aside the One-Hour Rule to more efficiently meet transportation needs.

Discussion:

A county may set aside the One-Hour Rule for any scheduled transportation if:

- The trip (one-way) is longer than one hour and/or there is more than an average of 2.5 trips per day to a specific facility or defined geographic area
- 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 are made available to those who cannot schedule or reschedule medical appointments to meet the established grouped ride plan
- There are exceptions in place for recipients who may have safety and security issues when waiting for return rides back to their residence

We offer these guidelines as suggestions for counties to use in their transportation planning. At a minimum, the county should consider these measurable standards when determining the feasibility of establishing transportation that would be covered by this policy:

- The number of trips that could be consolidated
- The number of unduplicated recipients served
- The viability of limiting the number of days consolidated trips run to specific locations
- The number of expected consumer exceptions
- Cost effectiveness/cost avoidance
- Outcomes (improved ability to coordinate trips)

Next Steps:

1. MATP County Program Offices should review trips that could be combined or coordinated under this policy
2. MATP County Program Offices should develop a plan to implement consolidated service and to notify recipients (30 days prior to implementation) of the service changes
3. The County Program Offices shall submit the proposed schedule and documentation, including the recipient notification letter, to their program monitor for review and approval at least 30 days prior to the date of the notification letter to recipients (see attached example)

If you have any questions, contact your county MATP program monitor or MATP Program manager.

**IMPORTANT INFORMATION
ABOUT THE MEDICAL ASSISTANCE TRANSPORTATION PROGRAM (MATP)**

Beginning with any medical appointments going to Pittsburgh after January 1, 2010, we will make an effort to put together trips based on location, destination, and appointment times. What this means for you is that your pick up times may be changed as needed to reach your appointment at the scheduled time along with others in the same group.

As a result, we are changing the schedule for out-of-area rides to Pittsburgh.

**BEGINNING JANUARY 1, 2010, RIDES FOR MEDICAL APPOINTMENTS TO PITTSBURGH WILL
TAKE PLACE ON THE FOLLOWING DAYS:**

MONDAY, WEDNESDAY AND FRIDAY

**MEDICAL APPOINTMENTS MUST BE MADE BETWEEN THE HOURS OF
9:00AM AND 3:00PM**

You may still call the MATP office at least 2 days before your appointment by 2:00 p.m. to schedule your ride. Please call after December 21st, 2009 to schedule for the month of January.

If you cannot make your appointment for the dates and times listed above or require daily trips for critical care, please call the County MATP office at XXX-XXX-XXXX. We will help you find another ride, provided we are able to contact your medical provider to confirm.

PLEASE SEE THE NEXT PAGE TO LEARN HOW TO SCHEDULE A TRIP

How to schedule a Trip with MATP

In an effort to contain rising costs, the Pennsylvania Department of Public Welfare has approved the following days and hours of medical transportation for Derwin County.

EFFECTIVE JANUARY 1, 2010, Derwin COUNTY MATP WILL ONLY PROVIDE RIDES FOR MEDICAL APPOINTMENTS TO PITTSBURGH ON THE FOLLOWING DAYS:

MONDAY, WEDNESDAY, FRIDAY

YOU SHOULD MAKE YOUR MEDICAL APPOINTMENTS WITH YOUR PITTSBURGH PROVIDER BETWEEN THE HOURS OF 9:00 A.M. AND 3:00 P.M.

PLEASE CALL XXX-XXX-XXXX TO SCHEDULE A RIDE

- TRANSPORTATION MAY BE SCHEDULED A MONTH IN ADVANCE, BUT MUST BE NO LATER THAN 2:00 P.M. AT LEAST 2 DAYS PRIOR TO THE MEDICAL APPOINTMENT
- IF YOU CANNOT MAKE YOUR APPOINTMENT FOR THE DAYS AND TIMES SHOWN ABOVE, PLEASE CALL THE COUNTY MATP OFFICE AT XXX-XXX-XXXX, AND WE WILL HELP YOU FIND ANOTHER RIDE. WE MUST BE ABLE TO CONTACT YOUR MEDICAL PROVIDER AND YOU MAY BE REQUIRED TO PROVIDE A NOTE.
- THE NEW SCHEDULE DOES NOT AFFECT YOU IF HAVE MEDICAL APPOINTMENTS THAT REQUIRE DAILY TRIPS TO DERWIN COUNTY
- PLEASE PLAN TO BE READY WITHIN THE PICK-UP WINDOW THAT YOUR TRANSPORTATION PROVIDER ASSIGNS YOU. DUE TO OUR LARGE SERVICE AREA, SOME RIDERS WILL NEED TO TRAVEL FOR LONGER DURATIONS THAN OTHERS.*

****You must be ready 15 minutes before to 15 minutes after your scheduled pickup time. For example, if you were given a pickup time of 8:00 a.m., you are required to be ready at 7:45 a.m. and may be required to wait until 8:15 a.m. for the driver to arrive; however, the driver is only required to wait for you for 5 minutes past your pickup time, which would be 8:05 a.m.***

IF YOU HAVE ANY QUESTIONS REGARDING THIS LETTER, PLEASE CALL THE COUNTY MATP OFFICE AT XXX-XXX-XXXX