

Medical Assistance Transportation Program Operations Memorandum MATP OPS # 08-2014-33

Date: August 21, 2014
Subject: No-Show Expenses
To: All Statewide County MATP Program Offices
From: Tyrone E. Williams, Director, Medical Assistance Transportation

Purpose:

To inform Medical Assistance Transportation Program (MATP) grantees that effective October 1, 2014, expenses associated with Medical Assistance (MA) recipient no-shows should no longer be included on the MATP Quarterly Report as a separate expenditure.

Background:

No-shows are defined as scheduled trips that are not taken and not canceled by passengers within required timeframes.

MATP Instructions and Requirements, Fiscal Requirements, Section 4 (No-shows) currently reads:

No-shows cannot be reported as trips, but costs incurred may be reported on the Actual Expenditures Report.

A no-show is not a distinct reimbursable Medicaid service. As such, all projected subcontractor/vendor expenses associated with a MA trip taken on behalf of a recipient should be a part of a transportation rate.

Discussion:

Effective October 1, 2014, MATP is changing Fiscal Requirements, Section 4 (No-shows) to read:

Expenses associated with MA recipient no-shows shall not be included on the MATP Quarterly Report as a separate expenditure. All projected subcontractor/vendor expenses associated with a medical assistance trip taken on behalf of a recipient should be a part of a transportation rate.

Next Steps:

Grantee(s) should ensure:

- All negotiated subcontracts do not include a separate rate for no-show trips.
- No-shows are not included on the MATP Quarterly Report as a separate expense.
- Grantees should effectively monitor no-shows and enforce sanction policies to minimize no-shows and associated costs.

If you have any questions, please contact Jim Pennypacker at 772-6283 or via e-mail at jpennypack@pa.gov.