

**Medical Assistance Transportation Program
Operations Memorandum
General Operations
MATP OPS Memo # 11/2022-001**

Date: November 30, 2022

Subject: Transportation Request Referrals

To: All County Administrators, Contracted Transit Agencies, and Brokers of the Medical Assistance Transportation Program (MATP)

From: Gwendolyn Zander, Director, Bureau of Managed Care Operations

Purpose:

The Office of Medical Assistance Programs, Bureau of Managed Care Operations is issuing this Operations Memorandum to inform all MATP county administrators, brokers, and contracted transit agencies (collectively referred to as MATP Agencies) of the revised referral process to be used when a request for transportation cannot be provided through the MATP.

Background:

Through the current referral process, MATP Agencies refer consumers who are enrolled in Physical Health HealthChoices (PH-HC) or Community HealthChoices (CHC) to their respective Managed Care Organization (MCO) when requesting medically necessary non-emergency ambulance or stretcher transportation that the MATP Agency is not able to provide.

Similarly, MATP Agencies may refer consumers to the County Assistance Office (CAO) for exceptional transportation requests. Exceptional transportation is non-emergency medical transportation (NEMT) that is necessary under extraordinary medical circumstances. This type of transportation may require great distances for medical treatment not normally provided through regional medical providers or may include air travel, lodging, meals, and transportation for visitation purposes.

Individuals who are enrolled in the Medical Assistance Fee-for-Service (FFS) program and request medically necessary non-emergency ambulance transportation or transportation outside the scope of the MATP are referred to the CAO.

Currently, when an MATP Agency is unable to provide the requested transportation, a referral is made to either the CAO or MCO using separate forms for each.

Discussion:

To streamline the referral process, the attached referral form shall be used by the MATP Agencies, MCOs, and CAOs when an MATP Agency or MCO cannot accommodate a transportation request. **If the MATP Agency is unable to provide the requested transportation and has made efforts to seek possible local resources, the MATP Agency must do the following:**

1. Complete and issue a written notice of denial to the consumer according to the provisions of the MATP Standards & Guidelines.
2. For consumers enrolled in a PH-MCO or CHC-MCO, make a referral to the PH-MCO or CHC-MCO by completing the following steps:
 - a. Complete the referral form.
 - b. Immediately forward the referral form via email to the Special Needs Unit (SNU) mailbox of the PH-MCO or CHC-MCO. A complete list of all PH-MCO SNU mailboxes and CHC-MCO contacts will be distributed via email.
 - c. Advise the consumer to contact their CAO caseworker immediately to alert of their situation and actions taken thus far.
3. If the MCO is also unable to accommodate the request, the MCO will complete and sign the referral form, attach it to the email from the MATP Agency and forward to the correct CAO resource account for consideration of a Medical Transportation Allowance (MTA). A complete list of CAO resource accounts may be found on the MATP website under Transportation Referral here: [Medical Assistance Transportation Program \(pa.gov\)](https://www.pa.gov/medical-assistance-transportation-program)
4. For individuals enrolled in the FFS program, make a referral directly to the CAO by completing and forwarding the referral form to the correct CAO resource account for consideration of an MTA.

The CAO will not review the request for an MTA for a consumer enrolled in a PH-MCO or CHC-MCO without a completed referral form signed by both the MATP Agency and MCO acknowledging that neither can accommodate the consumer's request for transportation along with a detailed reason why.

NOTE: *The CAO will not obtain the necessary mode of transportation. Instead, the CAO will only provide an allowance to the consumer. Any issues with the referral should be directed to the CAO MATP Liaison. A complete list of CAO MATP Liaisons will be distributed via email.*

Requests for NEMT typically begin at the MATP Agency. There may be instances; however, where a consumer goes directly to their MCO to request transportation. **The MATP Agency shall do the following upon directly receiving a signed referral form from an MCO:**

1. Immediately review the referral form to determine if it is a valid request for the MATP Agency. If the MATP Agency can accommodate the request, then transportation shall be provided through the MATP.

2. If the MATP Agency is also unable to accommodate the request, the MATP Agency shall:
 - a. Complete and sign the referral form to acknowledge that the MATP Agency cannot accommodate the request and a detailed reason why.
 - b. Immediately forward the referral form to the correct CAO resource account for consideration of an MTA. A complete list of CAO resource accounts may be found on the MATP website under Transportation Referral here: [Medical Assistance Transportation Program \(pa.gov\)](https://www.pa.gov/transportation-referral).
 - c. Advise the consumer to contact their CAO caseworker immediately to alert of their situation and actions taken thus far.

The following are examples of scenarios where a referral by the MATP Agency to the MCO and/or CAO is necessary and the process by which the referral would be completed.

- **A CHC participant who also receives paratransit transportation through the MATP requests NEMT to an out of state clinic.** The MATP Agency does not go out of state and thus is unable to provide the transportation.
 - The MATP Agency completes the referral form indicating the reason that the MATP Agency cannot provide the requested transportation.
 - The MATP Agency forwards to the participant's CHC-MCO for a **signature only** acknowledging that the CHC-MCO cannot provide the transportation. The CHC-MCO is responsible for providing medically necessary emergency and medically necessary non-emergency ambulance or stretcher transportation **only**.
 - The CHC-MCO then forwards the referral (that indicates a denial by both the MATP Agency and MCO) to the CAO for consideration of an MTA.
- **A PH-HC member who is also an MATP consumer requests to be transported to her medical appointment in a sedan with no other passengers. The consumer has documentation from her physician explaining the medical necessity.** This MATP Agency does not have sedans in its fleet nor contracts with a taxi company, Uber or Lyft and thus is unable to provide the transportation.
 - The MATP Agency completes the referral form indicating the reason that the MATP Agency cannot provide the requested transportation.
 - The MATP Agency forwards to the consumer's PH-MCO for a **signature only** acknowledging that the PH-MCO cannot accommodate the request for transportation. The PH-MCO is responsible for providing medically necessary emergency and medically necessary non-emergency ambulance **only**.
 - The PH-MCO then forwards the referral (that indicates a denial by both the MATP Agency and MCO) to the CAO for consideration of an MTA.

Next Steps:

Effectively immediately, MATP Agencies shall begin using the attached referral form when it is determined that the transportation request is outside the scope of MATP services or cannot be accommodated. MATP Agencies shall implement the referral process described above.

Obsolete:

The attached form will replace form CAO-100.1, County Assistance Office Referral.

Attachments:

Form # MA-583, Transportation Referral Form

URL <http://matp.pa.gov/PDF/MA0583.pdf>



MA 0583.pdf

List of PH-MCO SNU and CHC-MCO Member Services contacts

URL <http://matp.pa.gov/PDF/HC-CHC-SNU-Contact-List.pdf>



HC-CHC- SNU
Contact List.pdf