

Welcome to the Medical Assistance Transportation Program (MATP)

A. WHAT IS MATP?

The Medical Assistance Transportation Program (MATP) is a transportation service available to people receiving Medical Assistance and is paid for by the Pennsylvania Department of Public Welfare (DPW). In Philadelphia County, the MATP Program is run by LogistiCare Solutions, LLC (LogistiCare). Following are answers to questions that you might have about the MATP service. If you have questions that are not answered here, please call LogistiCare at **1-877-835-7412** and we will do everything we can to help you.

Where can I go on an MATP ride?

You can use MATP rides to go to medical appointments or to get any service covered by Medical Assistance. These medical services include:

- Doctor, Dentist, Drug and Alcohol Treatment Clinics, Hospitals for tests like lab work or x-rays, Psychologist or Psychiatrist, Medical Equipment Suppliers, Pharmacy for prescriptions, and any other Medical Assistance Provider

You can not use MATP rides if:

- You need emergency ambulance transportation. **If you have an emergency you should call 911 right away.**
- You are going grocery shopping or to social activities.
- You are going for medical care that is not covered by Medical Assistance.

B. WHAT KINDS OF RIDES ARE PROVIDED BY MATP?

We will provide you with the best type ride that is available to meet your personal needs.

LogistiCare will ask you questions about your health and the kinds of things you can do. Your answers will help us decide what kind of vehicle you need. We can provide you with a ride in one of the following ways:

- **SEPTA** - A SEPTA bus or train might be the best choice for your ride. If it is, we will send you a day pass or Transpass before your ride.
- **Mileage Reimbursement** - If you are able to use your own car or you know someone who can give you a ride, we will pay you \$0.44 (forty-four) cents per mile, plus parking and tolls.
- **Paratransit** – If SEPTA is not a good choice for you and you are not able to use your own car or know someone who can give you a ride, a shared van, lift-equipped van, taxi or other vehicle will be used for your ride.

RULES FOR MILEAGE REIMBURSEMENT

If you will be traveling by car, you must call us to let us know the date of your appointment at least 24 hours prior to your appointment. We will send you a form to fill out to tell us how far you drove and if you had to pay any parking or tolls.

You should send us your form right away and include any receipts for parking or tolls. We will send you a check to reimburse your costs within two weeks.

**Send your forms to: LogistiCare Solutions, LLC
 520 N. Delaware Avenue
 Suite 801
 Philadelphia, PA 19123**

C. HOW DO I SCHEDULE A RIDE?

- Call LogistiCare at **1-877-835-7412**
- Our office hours are **Monday – Saturday from 6:00 a.m. to 8:00 p.m.**
- You can call us as many as thirty days before your appointment to arrange a ride, but you must call **at least 3 days** before you need a ride.
- If you do not call at least 3 days before, it may be harder for you to get a ride.
- You can get a ride, with less than 3 days notice, for special trips (“urgent trips”), like when a person needs a test at the hospital right away. If you call us after hours for an urgent trip, someone will help you. If you call after-hours for a trip that is not urgent, we will ask you to call back the next day during regular business hours.
- If you do not speak English, we can provide you with an interpreter.

What do I need to tell LogistiCare when I call?

- Your Access card number
- The date and time of your appointment
- Where you need to go
- How long the appointment will last (if you know)
- If you have any special needs like, but no limited to the following:
 - if you use a wheelchair or walker
 - if you have disability or problem that might keep you from meeting your ride at the curb
 - if you have any problems that keep you from riding in a bus or van with other people
 - if you need to have someone go with you to your appointments
 - if you need assistance in another language

LogistiCare will let you know what type of ride you will receive

- If you will be riding SEPTA, you will receive enough day passes or a TransPass to cover your trips.

- If you will use your own car or someone will drive you, we will mail you a form to fill out and return to us after your trip. We will pay you back for the cost of gas, parking and tolls. Please provide receipts for parking and tolls.
- If a van or other vehicle will be picking you up, we will give you an estimated pick-up time and the name of the company that will be picking you up.
- The transportation company will call you the night before your ride to let you know exactly what time they will pick you up.
- Please be ready before your pick-up time so that you can get to the curb when your vehicle arrives. If you have any disabilities or limitations that keep you from getting to the curb, please tell us at the time of your call.

D. Urgent Care Transportation

If you need a ride on short notice for an urgent medical reason, you should call LogistiCare right away. Please have your provider's phone number when you call so that we can verify with them that your appointment is urgent. We have a process for responding to any urgent care requests and will make every effort to help you get to the medical care you need.

Urgent medical care includes any time when your medical provider tells you that you must come to their office or that you must get some other medical treatment or service, on that same day or within the next 24 hours.

E. HOW FAR CAN I GO ON AN MATP RIDE?

LogistiCare will make sure you get a ride to the Medical Assistance covered medical care you need.

If you are enrolled in a Medical Assistance MCO (Managed Care Organization), we provide rides to any medical provider in your MCO or HMO region. The MCO regions are in: Philadelphia, Bucks, Chester, Delaware and Montgomery counties. We can only take you to providers in your MCO network unless your MCO has referred you to a provider outside of your network.

If you are in Medical Assistance fee-for-service, we will set up transportation to the provider who is closest to your home. We will take you to a more distant provider only if you give us medical information that shows the more distant provider is required to meet your needs.

If you have Medicare and Medicaid, we will take you to your Medicare appointments.

If you have questions about MATP rides, please call us at **1-877-835-7412**.

F. RULES FOR RIDING PARATRANSIT TRANSPORTATION

Pick Up and Drop Off Guidelines:

MATP drivers are required to pick you up no sooner than 15 minutes before your scheduled pick-up time and no later than 15 minutes after your pick-up time. For

example, if your pick up time from your house is 9:00 AM, your ride can come between 8:45 AM and 9:15 AM. We will drop you off at your appointment no more than one (1) hour before your appointment time and we will pick you up no later than one (1) hour after your appointment is finished.

The driver will ask you to sign a sheet when you are picked up and dropped off. This way, we can make sure your rides are arriving on time.

If we do not meet these timelines and you have to wait, you should call us at **1-877-835-7420** to report the problem and we will arrange another ride for you.

Door-to-Door and Curb-to-Curb service

Door-to-Door service is for people who use paratransit and have disabilities or limitations that keep them from getting out of their home and to the curb on their own.

Curb-to-Curb service is for people who use paratransit and have no disabilities or limitations that would keep them from getting their ride at the curb.

Can I bring someone with me on my trips?

You may bring someone with you as an escort, at no cost to you, in the following situations:

- If you are under 18 years old, a parent/guardian or other relative can come with you.
- If you can not travel by yourself, or you need help due to your age, illness, or physical / mental disability
- If you do not speak English, you can bring someone that speaks your language to interpret for you.

What if I'm not ready when my ride arrives or if I forget about my appointment?

If you are not ready or are not at home during your pick-up time, you will be considered a "no-show". If you are a no-show more than three (3) times in one (1) month, you won't be able to get rides from MATP paratransit for 30 days. This will happen every time you are a no-show more than three times in a month.

The first time you "no-show", you will be notified reminding you of the "no-show" policy.

Upon the second "no-show", you will receive written notice that you have violated the policy twice in a 30 day period.

Upon the third "no-show" in thirty days or less, you will be provided with a written notice informing you that you can not ride MATP paratransit for 30 days.

You will receive the notice at least ten days in advance of the effective date of suspension of services. You have the right to appeal this decision. Information about how to appeal will be in the written notice.

We will work with you to find alternate transportation during the suspension.

If you find out that your medical appointment has changed or been cancelled, or that you will not be going to your medical appointment for any other reason, please call LogistiCare within 24 hours before your appointment or as soon as you know your schedule has changed so that it is not counted as a no-show.

Are there rules for riders to follow so that everyone has a pleasant and safe ride?

LogistiCare expects that all riders will conduct themselves properly. If a rider has too many behavioral issues, they may not be able to get rides from MATP.

If a rider has more than three (3) minor behavior issues in one (1) month, like doing things that make others uncomfortable or offending a driver or another MATP rider with verbal abuse, they may not be able to get a ride from MATP for one (1) month.

If a rider has a severe behavior issue that could cause physical harm to the driver or to another MATP rider, like hitting someone or creating a disruption that could cause the driver to have an accident, you could lose your ability to use paratransit. We will work with you to find a safe alternate transportation.

You will receive written notice before your rides are stopped. You have a right to appeal our decision to stop your rides.

G. COMPLAINT PROCESS

A complaint is any issue or dispute or objection you express to us about our agency, or about the coverage, operations or policies of our MATP.

If you have a complaint about our services, about how you were treated by our staff or a driver, or about our policies, please let us know. We will record your complaint, investigate and respond to you. We will contact you within 24 hours to let you know the outcome. If you send us a complaint in writing, we will send you a written response within 5 business days.

You can mail your written complaints to:

**LogistiCare Solutions, LLC
Att: Complaint Department
520 N. Delaware Avenue
Suite 801
Philadelphia, PA 19123
Fax: 877-835-7431**

If you are not satisfied with our response, you may request to have the complaint reviewed by someone else at LogistiCare and will have that response within two (2) days.

If you are still not satisfied following the second review, we will forward your complaint to the Department of Public Welfare for a final review.

To make a complaint, please call the Complaint Line at **1-877-835-7428**.

H. APPEALS PROCESS

LogistiCare is required to give you a written notice if we deny your request for a ride or for mileage reimbursement. We are also required to give you written notice in advance if we plan to reduce or change your services or suspend you from the program for any length of time. The notice will tell you the reasons for our action, when the action will start, and your rights to appeal the decision.

If you need help to appeal or do not receive a written notice, call **The Welfare Law Line at 215-227-6485** or the **Pennsylvania Health Law Project at 1-800-274-3258** for free legal assistance.

J. OTHER MEDICAL TRANSPORTATION RESOURCES

If we are not able to meet your medical transportation needs, you will be referred to your caseworker at the local County Assistance Office (CAO) to help you.

For more information about the MATP in Philadelphia County call LogistiCare at 1-877-835-7412.

Si necesitas información sobre transporte gratis a tus citas medicas o si necesitas ayuda leyendo esta carta, llama **LogistiCare** al numero gratuito **1-877-835-7412**.

ប្រសិនបើអ្នកត្រូវការព័ត៌មានស្តីពីការទទួលជំនិះទៅកាន់ការណាត់ជួបផ្នែកវេជ្ជសាស្ត្ររបស់អ្នក ដោយពុំមានការគិតថ្លៃនោះ ឬប្រសិនបើអ្នកត្រូវការជំនួយក្នុងការអានខិត្តប័ណ្ណនេះ សូមទូរស័ព្ទទៅ LogistiCare តាមលេខ 1-877-835-7412 ។

如果您想了解如何獲得前往就診地點的免費接送，或是在閱讀本小冊時需要協助，請致電 1-877-835-7412 與 LogistiCare 聯絡。

Если вам нужна информация о бесплатных услугах по доставке пациентов на прием к врачу или помощь в чтении этой брошюры, обращайтесь в LogistiCare по телефону 1-877-835-7412.

Nếu quý vị cần biết thêm thông tin về xin chuyên chở miễn phí đến buổi hẹn y tế của mình, hoặc cần được giúp đỡ đọc tập sách nhỏ này, xin gọi cho LogistiCare theo số 1-877-835-7412.