

Office of Long-Term Living (OLTL) Transportation Summit 1 - Questions and Answers

Does the Medical Assistance Transportation Program (MATP) cover hospital discharges for Community HealthChoices (CHC) participants?

MATP would cover a hospital discharge for a CHC participant provided the participant is MATP eligible and requires non-emergency medical transportation via paratransit or mode of transportation offered by the MATP.

Uber and Lyft are used in some county MATP programs. Are those trips simply reimbursed or are Uber and Lyft enrolled as Medicaid providers?

Uber and Lyft are not used regularly in most counties and as such are reimbursed on a per trip basis or in a manner that is agreed upon in their contract with the MATP agency, if applicable.

Is travel to a Methadone clinic available on Sundays?

If a consumer has an appointment on a Sunday (which may not be common), the MATP agency will do their best to accommodate in accordance with hours of operation. Sometimes, clinics will provide the consumer with a take home dosage.

Are MATP, Medical Transportation Management (MTM), or Coordinated Transportation Solutions (CTS) accepting new transportation companies to join the program, if so, where can they apply?

With MATP, each county is responsible for selecting subcontracted transportation providers within that county. Addresses and contact information for all Pennsylvania County MATP agencies are available at <http://matp.pa.gov/>

MTM always accepts applications from new transportation companies. Please apply at: <https://www.mtm-inc.net/driverswanted/>

CTS has a rolling submission of new provider applicants that come from their public web site, from current provider referrals and from UPMC CHC referrals. Please apply at: <https://www.ctstransit.com/transportation-providers/>

Does MATP allow for medical appointments across county & state lines for specialists?

Consumers typically visit medical providers that are located within their local community. If there is a need; however, to go out of county, MATP agencies will do their best to accommodate in accordance with hours of operation as well as

driver and vehicle availability. MATP agencies are encouraged to coordinate with other counties if they are unable to travel out of county at that time.

Are there any updates on cross county line coordination? This is important as certain doctors/therapies are only available outside of where participants live.

MATP agencies are encouraged to coordinate with other counties if they are unable to travel out of county at that time.

Is there a draft of the MATP Program Standards and Guidelines that could be shared with advocates for feedback?

As of December 2023, the draft version of the Standards and Guidelines is not complete and needs to be reviewed internally at Department of Human Services (DHS) before distribution. The current Standards and Guidelines are available on the MATP website at <http://matp.pa.gov/>

What is the difference between MATP and Modivcare (LogistiCare) of Philadelphia?

Modivcare is the contracted broker of MATP services in Philadelphia. They operate the call center that consumers contact to apply for transportation and schedule rides. They also subcontract with transportation providers who provide the transportation.

Medical offices are dropping patients in multiple counties due to participants arriving late to appointments. Why is this happening?

MATP generally is able to provide transportation in a timely manner. Drivers are not supposed to drop off consumers at the medical service provider's office more than one hour prior to the medical appointment and do attempt to make sure that the drop off is within the hour time period before the appointment. Unfortunately, as of December 2023, there are shortages of vehicles/drivers, and traffic conditions can be difficult, and these factors can impact timeliness. Other factors are that riders frequently "no show" for scheduled rides or are not ready when a vehicle arrives to pick them up, causing the trip to be delayed for everyone on the vehicle.

What kind of rides are reimbursed under Office of Long-Term Living (OLTL) code W6110 (non-medical transportation)?

Examples of permissible activities under code 6110 would be transportation to community activities, grocery shopping, religious services, Adult Daily Living centers, volunteering, etc.

What education outreach does MATP do with medical providers?

MATP provides written material about the program to medical providers.

How is the Senior Shared-Ride Program (SSRP) funded?

The transportation providers receive funding for the SSRP from the Pennsylvania Department of Transportation (PennDOT). The program is funded by the lottery fund.

Has the state in the current 2023 or proposed budget 2024 requested an increase to help with raising wages for more drivers? Or what is the state doing to help providers find more drivers?

A driver incentive bonus was distributed to providers in 2023. Agencies who administer MATP determine wages and benefits at a local level.

Agencies are exploring various ways to address their driver shortage, including raising driver wages. The Lottery Law requires PennDOT to pay agencies based on their shared-ride fare structures for service. An agency wishing to increase its driver wages will have to increase its fares to receive additional funding to offset the increased expense in wages. The mentioned shared-ride study and following efforts will explore ways to change the model of the SSRP to address the need for agencies to receive more funding while not overburdening their riders with higher fares.

What is being done to attract and maintain a workforce of drivers that will support fixed routes and Shared ride service?

All MATP provider agencies actively recruit drivers using local resources. A driver incentive bonus was distributed to providers in 2023.

The driver shortage issue has not impacted every agency to the same degree. Those impacted have tried different ways to address the issue, with the most common methods being the mentioned increase in driver wages or by subcontracting with local transportation providers for trips that cannot be provided with existing capacity.

Can MATP comment on the use of Amtrak as one option for trips and reimbursements for Medical Assistance (MA) consumers? Please continue to upgrade Amtrak and other shared / separate passenger rail stations for Americans with Disabilities Act (ADA) compliance.

MATP can either provide or reimburse for Amtrak services if this is determined to be the most appropriate mode of transportation. Consumers should contact the MATP provider for this information.

Amtrak continues to work toward making its stations accessible.

The Allegheny County Shared Ride Program piloted same-day service about 12 months ago. Is PennDOT going to promote same-day service in other areas in the state?

As of December 2023, Allegheny County is one of several counties currently participating in the same-day pilot for shared-ride service. We are still evaluating the results of these pilots and it's too early to say if or when same-day service may be offered on a broader basis.

Regarding Find My Ride, how are accessibility issues for people with visual impairments being addressed?

Both Find My Ride Apply and Find My Ride Schedule should now be useable with a screen reader, but there is still room for improving the user experience in both applications. PennDOT will continue to work on this over time.

Allegheny County is not on Find My Ride. Will it be available? If so, when will it be available?

Find My Ride Apply now works for the programs in Allegheny County.

The five (5) year/ fifty thousand (50,000) miles rule was changed. What is the new regulation to get vehicle mods?

The requirement is that a vehicle cannot exceed five (5) calendar years old and must have less than 50,000 miles for vehicle modification requests over five thousand dollars (\$5,000).

Who is eligible to have vehicle modifications done?

The vehicle that is modified may be owned by the participant, a family member who provides primary support, or a non-relative who provides primary support to the participant and is not a paid provider agency of services.

There is confusion with transportation when subcontractors are used. How do people requesting transportation know who will be picking them up and taking them home?

Members can see their transportation provider assigned in MTM Link. MTM will also send a reminder call with the name of the transportation provider the evening prior to date of service.

CTS contacts Participants to inform them when their trip is secured and with whom. CTS offers appointment reminders for any ride. Participants do need to opt in – and can receive reminders via email, automated call, or Text/SMS. Reminders are sent the night before the ride and tell participants which provider is scheduled to pick them up.

What is the MTM phone number # for members to request rides?

AmeriHealth LTSS members, (855) 540 -7062
AmeriHealth HCBS members, (855) 707-5821
Keystone LTSS & HCBS members, (855) 540-7063
Centene PA NW members, 1-877-583-1558
Centene PA NE members, 1-877-583-1559
Centene PA SE members, 1-844-399-9468
Centene PA Lehigh/Capital members, 1-877-583-1557