A. WHAT IS MATP?

The Medical Assistance Transportation Program (MATP) is a shared ride transportation service available to people receiving Medical Assistance and is paid by the Pennsylvania Department of Human Services. A Shared Ride service means that you will be traveling with other MATP members who are traveling to a location close to where you are going. In Philadelphia County, the MATP Program is run by ModivCare. In Philadelphia, you do not need to fill out an application for MATP services. Below are answers to questions that you might have about the MATP service. If you have questions that are not answered here, please call ModivCare at 1-877-835-7436 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 any service covered by Medical Assistance. These medical services include but are not limited to:

- Doctor, Dentist, Drug and Alcohol Treatment Clinics, Hospitals for tests (e.g. lab work, x-rays, etc.), Psychologist or Psychiatrist, Medical Equipment Suppliers, Pharmacy for prescriptions, therapies (i.e. physical, occupational), mental health treatment, drug & alcohol treatment and any service covered by Medical Assistance.

You cannot 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.

When you call our Reservation line, ModivCare will ask you questions about your health and if you have any special transportation needs. Your answers will help us decide what kind of ride you need. We may ask you to have your doctor fill out a form to help us determine what type of ride to give you. 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 mail you a day pass before your appointment.
• **Mileage Reimbursement** - If you are able to use your own car or you know someone who can give you a ride, we will pay $0.25 (twenty-five 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 (mini, 12-15 passenger), lift-equipped van, taxi or other vehicle will be used for your ride. For eligibility of paratransit service, a Physician Transportation Restriction form has to be completed by your PCP or treating physician stating the medical restrictions that prohibit you from using public transit.

**What to do if you are told that you are not eligible for MATP?**

Contact your medical insurance company and see if they can assist you with transportation. You may also contact your MA worker to verify your Medicaid eligibility as well as MATP eligibility.

**RULES FOR MILEAGE REIMBURSEMENT**

If you will be traveling by car, you must call us 24 hours in advance to let us know the date of your appointment. We will send you a form to fill out where you had your appointment, and if you had to pay any parking or tolls. You will need to have the medical provider at each appointment you go to sign this form.

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:**

ModivCare Claims Department  
Phila Gas Reimbursement  
798 Park Ave NW  
4TH Floor  
Norton, VA 24273

**C. HOW DO I SCHEDULE A RIDE?**

• Call ModivCare 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 **3 days** before you need a ride (7 days for SEPTA).

• 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 “urgent trips”, like when a person needs a test at the hospital right away. If you call us during 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 ModivCare when I call?**
You will need to verify your date of birth, address and phone number every time you call.

- The date and time of your appointment.
- The specific name, department, floor or suite number and phone number to the place where you are going e.g. Dr. Gary Brown at Temple Hospital, not just Temple Hospital.
- The time for your return ride
- If you have any special needs like:
  - if you use a wheelchair or walker
  - if you have a disability or problem that might keep you from going to the curb to catch your ride
  - if you need to have someone go with you to your appointments
  - if you need help in another language

**ModiveCare 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 monthly 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.
- The transportation company may call you the night before your ride to let you know exactly what time they will pick you up.
- Please be ready at least 30 minutes 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 ModivCare right away. Please have your medical 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 receive the medical care that 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?**

ModivCare 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. For pharmacy trips, you will be taken to one of the two closest providers to your home unless there is a specific medical reason that necessitates a more distant provider be used.

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. PLEASE NOTE: Certain long distance and heavy population trips are grouped for efficiency and will require you to be at your appointment for more than one hour before or after your appointment time. These infrequent instances are reviewed and approved by the Department of Public Welfare to assure the ongoing availability of these services to the greatest possible number of consumers.

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

If we do not meet these timelines, 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. This level of service will require a medical professional verification in most instances. The van drivers and attendants are not allowed to provide any physical assistance up/down steps. If you have steps that you need help with, you will have to have someone with you that can assist you up and down the steps.
**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, you can be escorted by a parent or other relative or guardian
- If you cannot travel independently, or you need help due to age, illness, or physical/mental disability. This requires verification by a medical professional.
- 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 two (2) times in a 90 day period, you won’t be able to get rides from ModivCare/MATP for 30 days. This will happen every time you are a no-show more than two (2) times in a 90-day period.

The first time you “no-show”, you will be notified in writing reminding you of the “no-show” policy.

Upon the second “no-show”, you will receive a second written notice that you have violated the policy twice in a 90-day period.

Upon the second “no-show” in ninety days or less, you will be provided with written notice informing you that you cannot 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 your right to appeal is included in the written notice.

We will work with you to find alternate transportation during the suspension which may include mileage reimbursement or mass transit passes.

**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 ModivCare 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.**

**The rules for riders to follow so that everyone has a pleasant and safe ride.**

ModivCare 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 behavioral issues in one (1) month by displaying actions that make others uncomfortable, or offending a driver or another MATP rider with verbal abuse, they will not be able to get a ride from MATP for one (1) month.

If a rider has a severe behavioral issue that could cause physical harm to the driver or to another MATP rider by hitting someone or creating a disruption that could cause the driver to have an accident, you will immediately be suspended from using paratransit for no less than one month. We will work with you to find a safe alternate transportation. If you continue to have severe behavioral incidents then you transportation with MATP will be permanently terminated to protect the health and safety of other riders.

You will receive verbal and 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 respond to all complaints within 24 hours and will provide a written response to all written complaints within 5 business days with a resolution to your complaint, or a plan of action if LogistiCare has not been able to resolve the complaint within 5 days (often, carrier issues and the research involved require more than 5 days for resolution).

If you are not satisfied with our response, you may request a 2nd level complaint. During the 2nd level complaint, ModivCare’s Operations General Manager will review your complaint and issue a response within five (5) business days.

If you are still not satisfied with the resolution 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 **1-877-835-7428** or email your complaint to: **ComplaintsPHL@modivcare.com**

Mail your complaint to:
ModivCare
Attn: Quality Assurance/Complaint Department
520 N. Delaware Avenue, Suite 801
Philadelphia, PA 19123
Fax: 1-877-835-7431

**H. APPEALS PROCESS**
ModivCare 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 1-800274-3258 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 ModivCare at 1-877-835-7412.