



# Understanding the Medical Assistance Transportation Program

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The Medical Assistance Transportation Program (“MATP”) is available to any Medical Assistance consumer who needs help with non-emergency transportation to and from health care services or treatments. In Pennsylvania, the state pays each county to administer an MATP program.

## Where can I go with MATP?

You can use MATP to get to any Medicaid-covered health care service or treatment. That means, depending on your Medicaid coverage, you can use MATP to go to:

- appointments with your doctor, psychiatrist or psychologist;
- dental appointments;
- mental health or drug & alcohol treatment;
- the pharmacy to fill prescriptions;
- the hospital or another facility for tests or treatments;
- durable medical equipment suppliers.

## Do I Need to Apply for MATP?

Yes. You will need to fill out an application, sign it, and send it to your county’s MATP. To get an application, contact your local MATP office. You can find a list of phone numbers for each county MATP office on DPW’s MATP website, <http://matp.pa.gov>.

## How Does MATP help with transportation?

MATP is required to provide the least costly and most appropriate form of transportation to meet your needs. This means:

- If you own a car or have a car available to you, MATP will usually reimburse you for your mileage to and from your medical appointments/other treatments.
  - The mileage reimbursement rate is 12 cents per mile, plus the cost of parking and tolls.
- If you can ride the bus or use other public transportation to get to and from your medical appointments, then the MATP will provide you with tokens, with passes or will reimburse you for the fare.
- If you don't have a car, and public transportation is not available or accessible, then the MATP will provide a ride for you using shared-ride vans, taxis or other accessible vehicles for persons with disabilities.

## Using MATP Services

**If you need a ride to a medical appointment or to an MA-covered service**, you must contact your local MATP in advance to schedule the ride. Most programs “group” rides and have a fixed route schedule to certain locations within the county (i.e., hospitals) and to destinations outside of the county. Consumers going to those locations generally must schedule their appointments to fit within the county’s fixed route schedule. Other arrangements must be made available to those who cannot schedule an appointment within the county’s group ride plan, or who have safety or security issues with waiting for a return ride back to their homes.

**If you are seeking mileage reimbursement from MATP**, each county has its own policies about verifying appointments and timelines for submitting reimbursement requests. Typically, consumers submit a form to their local program on a monthly basis documenting all trips for which mileage reimbursement is being requested. The county verifies the information and then sends a reimbursement check to the consumer.

## How Far Can I Go With MATP?

The MATP is responsible for helping you to get to and from the medical care and treatment that you need. However, there are limits depending on where you are going and how you are receiving your Medical Assistance.

- If you need a ride to the pharmacy, MATP will only take you to your choice of either the two pharmacies closest to your home or the two pharmacies closest to your prescribing doctor’s office.

- If you need help with transportation to a methadone clinic, MATP will only take you (or reimburse you for mileage) to the methadone clinic closest to your home
  - *Note:* you can ask for an exception if you have a good cause reason for not going to the clinic closest to your home.
- If you need help with transportation to any other type of provider, **and you are in a Medical Assistance managed care plan**, you can go to any provider that you choose within your plan’s network.
- If you need help with transportation to any other type of provider, **and you are in MA-FFS (using the ACCESS card as your insurance card)**, the MATP will only transport you to the provider closest to your home who can meet your medical need.
  - *Note:* You can be transported by MATP to a more distant provider if you prove a medical need to go further for your care.

## What about Kids?

Children under 18 on Medical Assistance can also use MATP services. If their parents need help with transportation costs and they are driving them to and from medical appointments, they can seek mileage reimbursement for those trips. If the parents don’t have a car, and public transportation is not available or accessible, then the MATP will provide a ride for the child using shared-ride vans, taxis or other accessible vehicles. Children under 18 can be escorted by a parent or other relative/guardian on MATP trips.

## Special Considerations for Persons with Disabilities and Those Who Are Elderly

If you cannot travel independently to and from medical appointments, the MATP will cover the costs of an escort to accompany you on MATP trips. The MATP typically provides “curb-to-curb” service. However, if you cannot safely get to and from the curb, the MATP must provide “door-to-door” service based on the level of service appropriate for your physical and/or mental abilities.

- *Note:* “**door-through-door**” is not an MATP covered service so drivers cannot enter your home or the building you live in to assist you.

If you have Medicare and health coverage through Medical Assistance, you can use MATP to go to any service paid for by Medicare as long as the service is given by a Medicaid provider.

Each county must provide TTY and/or PA Telecommunications Relay Service upon request to communicate with consumers who are deaf or hard of hearing and also provide information to these consumers about how to access interpreter services.

## What Can I Do If I am Having Problems Using MATP Services?

### You can complain

If you are unhappy with how you are being treated by the MATP or with the services that are being provided to you, you can file a complaint with the program. Each county has a complaint process in place and must look into all matters and respond within certain timeframes. If you are not satisfied with how your complaint is handled by your local program, you can complain further to the state Department of Welfare.

### You can appeal

If the county program denies, reduces or terminates MATP services, you are entitled to receive a written notice that gives you the reasons for that decision along with information on how to appeal. This includes:

- If the county denies you a ride to a medical appointment or other MA-covered service;
- If the county denies you a mode of transportation (i.e., shared ride) that you need;
- If you requested door-to-door service and were denied;
- If you were denied mileage reimbursement;
- If you were denied a bus pass or reimbursement for the cost of using public transportation.

You can appeal and request a Fair Hearing with an Administrative Law Judge if you disagree with the county's action. If you are receiving MATP services that are being terminated, reduced or changed **and you appeal within 10 days of the date of the county's notice**, you have a right to continue to receive your current MATP services until the appeal is decided.

## Where can I find more information about Pennsylvania's MATP Program?

The Pennsylvania Department of Public Welfare has a Medical Assistance Transportation Program website. It contains information on the state's MATP regulations and policies as well as contact information for all county programs. For more information, go to <http://matp.pa.gov>.

This publication is intended to provide general legal information, not legal advice. Each person's situation is different. If you have questions about how the law applies to your particular situation, please consult a lawyer or call the Helpline at 1-800-274-3258.