

**Independent Living  
Pathway to Success**



# **Transportation**

Serving Lycoming & Clinton Counties

## *Medical Assistance Transportation Program (MATP)*



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# About MATP

## **What is the Medical Assistance Transportation Program?**

The Medical Assistance Transportation Program (MATP) provides service to Medical Assistance consumers in Lycoming and Clinton counties with a valid/active Access card. MATP is funded by the Pennsylvania Department of Human Services. In Lycoming and Clinton counties MATP is administered by STEP, Inc.

Our program offers transportation or mileage and fixed-route reimbursement to help you get medical care or services from a Medical Assistance provider. We also offer prepaid fixed-route passes to prequalified individuals. We are responsible for providing you with the most appropriate, cost-effective transportation service available to meet your needs.

You can use MATP services to go to medical appointments or to any service for which Medical Assistance pays. These medical services include doctors, therapies, tests, dental visits, trips to the pharmacy to get prescriptions, mental health treatment, drug and alcohol treatment, and trips to medical equipment suppliers.

## **You cannot use MATP:**

- ✓ If you need emergency ambulance transportation.
- ✓ For non-medical trips such as grocery shopping, work or social activities, or psychiatric rehabilitation facilities.
- ✓ To obtain medical care that is not covered by Medical Assistance (i.e. to attend clubhouse or other social or vocational rehabilitation programs).

## **How to Register for MATP Services**

If you are in need of MATP services, call your county MATP to register. In Lycoming County, call 570-323-7575 or 1-800-222-2468, and in Clinton County, 1-800-206-3006. You will need to provide your ACCESS card recipient number to verify your eligibility for MATP services, and will be asked a few questions about your need for transportation.

## **How to Contact us**

Our office is located at 2138 Lincoln Street, Williamsport and our phone numbers are:

**Lycoming County** 570-323-7575 or 1-800-222-2468

**Clinton County** 1-800-206-3006 **TTY** 570-601-0714

# About MATP

## How to Contact us (continued)

Our regular office hours are Monday thru Friday from 7:30 am. to 5:00 pm. Calls after hours or on a weekend or holiday will be answered by Billtown Cab Company. A dispatcher will tell you what to do if you need emergency/urgent care transportation.

## How far can you go with MATP?

The MATP County Office shall transport Medical Assistance (MA) eligible recipients to qualified MA-enrolled providers. It is your responsibility to verify that your provider accepts the plan that you have chosen to enroll in.

MATP recipients will be transported to medical appointments with a participating MA physician in STEP Transportation's service area. That service area consists of the following counties: Lycoming, Clinton, Centre, Union, Northumberland, Montour, Columbia, and Snyder counties. If you are requesting transportation outside of those areas, the request must be made at least 3 days in advance and will need to meet one of the following circumstances, along with a letter from the doctor providing these specialized services:

- 1 If you are receiving life-sustaining or critical care treatment currently from a specialist (i.e. cancer treatment.)
- 2 If you are referred by a local provider to specialized treatment outside of the primary service area of STEP.

Transportation to basic services, such as, but not limited to: primary care physicians, pharmacies, pain management, etc., that are available in this area will be provided locally.

## We will provide or arrange transportation to the MA-enrolled provider of your choice with the following exceptions:

**Pharmacy providers** - Transportation to a pharmacy provider shall only be provided to a choice of two pharmacies closest to the recipient's residence or two pharmacies closest to the recipient's prescribing physician's office (if the prescription was provided at the office visit and is being filled in route from the prescribing physician's office).

**Methadone Treatment** – Transportation shall only be provided up to the closest in-network methadone treatment program to a recipient's residence, unless granted an exception.

# Transportation

## What Medical Transportation Services do we provide?

### *Transportation Options*

Depending on your destination, the nature of your needs, and the costs involved; possible options are:

- ✓ Public fixed-route bus within ¼ mile of your home address.
- ✓ Mileage reimbursement for the use of your own, a friend's, or a relative's vehicle
- ✓ Shared-Ride accessible van
- ✓ Taxi
- ✓ Geisinger Medical Center (GMC) drop off at 8:30 am & 12:00 pm. Pick up at 12:30 pm and 4:00 pm.

Transportation to GMC Danville is provided five days a week. Pick-ups begin in Clinton County at 5:45 am and in the Williamsport area starting at 7:30 am; with the return trips from Danville at 12:30 pm and/or 4:00 pm. **Please take our drop-off and pick-up times into consideration when scheduling your appointments.**

Be sure to tell the MATP about any special needs you may have, for example, the use of a wheelchair or walker; any problem that keeps you from riding in a bus or van with other people; or the need to have someone accompany you to your appointments.

**Services will be reduced or denied for any of the following reasons:**

- ✓ The client no longer needs medical transportation.
- ✓ The client is no longer eligible for Medical Assistance.
- ✓ The client's uncooperative behavior or misuse of service warrants termination. (see No-Show Policy)

**Clients who have transportation reduced or terminated will be notified by mail and have 30 days to request a Fair Hearing through the Department of Human Services (DHS) Bureau of Hearings and Appeals if you disagree with the decision.**

# Transportation

## Scheduling a Ride to an Appointment

- ✓ All reservations require advanced notice.
- ✓ All reservations must be made no later than 12:00 pm the business day before your appointment.
- ✓ Reservations may be made up to 2 weeks in advance.
- ✓ Reservations requested for Saturday, Sunday, or Monday must be made before 12:00 pm on Friday.

**All out-of-area appointments *must* be scheduled 3 business days in advance.**

We highly recommend for quicker response, that you avoid calling to request advanced notice trips, or trips occurring other than next day, between the hours of 7:30am - 11:00am, which is peak call time for next day appointments.

Our regular driver hours are from 6 am to 6 pm Monday through Friday. When you call to schedule, we will ask the date and time of your appointment, where you need to go, and how long the appointment will last. Please inform us of any special needs, such as an escort to accompany you, or if you need accessible transportation due to a temporary or permanent disability. We will arrange for the most appropriate, cost-effective option that will meet your needs to get you to and from your appointment via door-to-door service.

**STEP, Inc. observes the following holidays and does not provide transportation services on weekends or these days except for Urgent Care needs (pg. 8):**

New Year's Day • Martin Luther King Day • President's Day • Good Friday  
Memorial Day • Independence Day • Labor Day • Veteran's Day  
Thanksgiving Day • the day after Thanksgiving • Christmas Day

# Transportation

## Escort Policy

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

- ✓ If you are under age 18, you can be escorted by a parent or other relative/guardian.
- ✓ If you are unable to travel independently, or need assistance due to age, illness, physical or mental disability (this must be verified by documentation from your physician) you may have an escort.
- ✓ If you do not speak English, you can bring someone with you to interpret.

## Pick Up and Drop-Off Guidelines

If you are to be transported via shared-ride or taxi, you will be notified in advance of your approximate pick up time. Please be ready ahead of time. Drivers are required to pick you up no sooner than 15 minutes before your scheduled time and no later than 15 minutes after your scheduled time. Once the driver arrives and is on time, the wait policy is 5 minutes. The policy requires that you be dropped off at your provider's office no more than 1 hour before your scheduled appointment, and be picked up no later than 1 hour following your appointment. If these timelines are not met and you are kept waiting, **call 570-323-7575 or 1-800-222-2468 in Lycoming County, and 1-800-206-3006 in Clinton County or the TTY line at 570-601-0714** to report the problem and to see if alternative arrangements can be made.

# Reimbursement

## Urgent Care Transportation

At some point you may need transportation on short notice for an urgent care matter. Urgent care transportation can be used for treatment of:

- 1) Any illness or severe condition which under reasonable standards of medical practice would be diagnosed and treated within a 24-hour period, and if left untreated, could rapidly become a crisis or emergency situation;
- 2) Cases in which discharge from a hospital will be delayed until services are approved; or
- 3) A member's/consumer's ability to avoid hospitalization depends upon prompt approval of services.

Urgent care includes any situation in which your medical provider has told you that you need to come to their office, or to obtain some other medical treatment or service within the next 24 hours. We have a process for responding to urgent care requests and will make every effort to help you get to the medical care you need.

If you need transportation for an urgent care matter during and after normal business hours, **call 570-323-7575 or 1-800-222-2468 in Lycoming County, and 1-800-206-3006 in Clinton County.** Your urgent care matter will be handled in a timely manner by the staff person on duty.

**If your medical needs are an emergency, please call 911.**

## Mileage Reimbursement

If you have a car available, or if someone you know can take you to your medical appointment, we will provide mileage reimbursement if that is the least costly, most appropriate service available. Effective October 15, 2011, you will be reimbursed at the rate of 12 cents per mile. Please understand that we can only accept vouchers up to 30 days following the month in which you take the trip(s). For example, if your appointments are in March, you must turn the voucher in by the end of April.

We will also reimburse you for actual parking expenses and tolls if you provide receipts showing how much was paid.



# Reimbursement

If you want to claim mileage reimbursement for a trip, you must notify us in advance. We will send you a reimbursement form to fill out to inform us of the distance traveled and whether you had any parking or toll costs. You will also be required to have the medical provider verify that you were at their facility and/or location for medical services. The medical provider will be required to provide you with a provider code. The form must be filled out in its entirety for you to be reimbursed. You can turn in your reimbursement request immediately following a trip or at the end of the month. We will reimburse you within 2 weeks of receiving your completed form(s). **PLEASE NOTE: multiple reimbursements for recipients traveling together in one privately owned vehicle will not be funded**

## **Fixed Route Reimbursement (for River Valley Transit [RVT])**

The Department of Public Welfare requires us to provide the most cost-effective, most appropriate type of transportation for eligible Medical Assistance customers.

Therefore, if you live within ¼ mile from a city bus stop and are capable of getting from your home to the bus stop, and from where the bus drops you off to your appointment, and your doctor accepts the Medical Assistance card, you are required to purchase an RVT bus pass using one of two options up to \$40:

1. Daily Pass for the day you take the bus to a medical appointment
2. 31-day Pass if you have at least 19 medical appointments within the 31 days
3. Weekly Pass (4-6 days)

Take the Voucher with you when you ride RVT to every one of your doctor's appointment. The nurse/doctor must sign and should fill in the doctor's name, address, phone #, Provider ID #, and date, if you are unable to do so yourself. Fill in the fare paid to the bus driver or the Transit Center for the pass that you purchased. When the bus pass has expired, attach it to the voucher and return it to our office. Please be sure that you have signed and dated the voucher at the bottom of the form. We will then verify that you were at those appointments and, once verified, we will issue a check for the appropriate fare within 2 weeks of receiving your completed form(s).

# Policies

## 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 services, about how you were treated by our staff or a driver, or about policies and procedures, please tell us. We will record, investigate, and respond to your complaint within 7 days. For additional information regarding filing and processing a complaint, please refer to pages 3 and 4 of the No-Show Policy paperwork you received when you originally signed up for the Transportation Program.

## Sanction Policy

If your appointment is rescheduled or cancelled, or if things change and you no longer need a ride, you must call us at least 1 hour before your pickup time to cancel. All clients are required to cancel their trips through the Lycoming/Clinton counties Transportation Office:

**Lycoming County 570-323-7575 or 1-800-222-2468**  
**Clinton County 1-800-206-3006 TTY 570-601-0714**

If a STEP Transportation vehicle arrives for a scheduled pick-up and the client is not there, or the client decides not to go, and has not given appropriate notice, as described above, the client will be considered a “no-show.” The Driver will wait 5 minutes for the client to board the vehicle. This may result in the following sanctions if the “no-show” is determined inexcusable.

### Sanctions:

**First no-show:** the consumer will receive a written warning.

### **Second no-show within 90 days: Service Adjustments:**

The consumer will have any existing trip subscriptions cancelled. The consumer will be required to call reservations for each trip that they require. In addition, all trips are required to be confirmed by calling the office, 570-323-7575, by 4pm the day before. Service adjustments will be effective 15 days following the date the second letter was sent and will last for 90 days, after that time service will be restored to the consumer.

# Policies

## **Appeal Process**

We are required to give written notice if we deny a request for MATP transportation or for mileage reimbursement. Unless appropriate for an immediate suspension (safety, not MATP eligible, etc.), we are also required to give written notice in advance if we plan to reduce or change services or suspend a client from the program for any length of time. The notice provides information that includes reasons for the action, the date the action goes into effect, and the right to appeal the action. For additional information regarding the process of filing and processing a complaint, please refer to pages 3 and 4 of the No-Show Policy paperwork you received when you originally signed up for the Transportation Program.

## **You can get free legal assistance if you need help with an appeal.**

If you need help with an appeal you can call your local legal services office at 570-323-8741 or the Pennsylvania Health Law Project at 1-800-274-3258.

**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).

**Lycoming County 570-327-3300/Clinton County 570-893-4022.**



Years of Partnerships  
1966-2016

STEP Transportation is a part of STEP's  
Independent Living Pathway to Success.

For more information about the  
Medical Assistance Transportation Program  
in Lycoming/Clinton counties contact  
STEP Transportation at:

**Lycoming County**

570-323-7575 or 1-800-222-2468

**Clinton County**

1-800-206-3006

**TTY**

570-601-0714

**Fax**

570-327-5455

For residents of Clinton County you can submit  
a fax from STEP's Clinton County Community Center  
124 E. Walnut Street, Lock Haven.

[www.stepcorp.org](http://www.stepcorp.org)

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