

Cause for Suspension or Termination

Cause for suspension or termination of your MATP service includes but is not limited to:

- Failure to provide information regarding your Medical Assistance eligibility
- Termination of your Medical Assistance eligibility
- Failure to sign and return an MATP Eligibility Form and / or Release of Information Form
- Relocation to another county
- Excessive lost calls (missed trips) on ACCESS transportation
- Abusive and / or uncooperative behavior of any form in an ACCESS vehicle, toward vehicle drivers, other consumers or MATP staff
- Misuse of service and fraud.

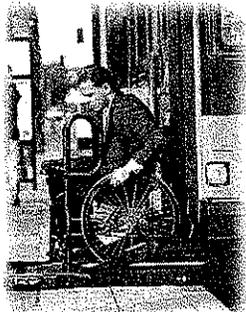
If we deny, reduce or terminate your service, you will receive written notice of your right to request a fair hearing from the PA Department of Public Welfare.

1-888-547-6287

8:00 a.m. - 4:30 p.m.
Monday through Friday

Service Exclusions

We DO NOT provide emergency or ambulance service, transportation to sheltered workshops, day care programs, mental health social rehabilitation programs, WIC programs, nutrition programs, or VA Medical Centers.



Medical Assistance Transportation Program

DHS Vision

TO CREATE AN ACCESSIBLE, CULTURALLY COMPETENT, INTEGRATED, AND COMPREHENSIVE HUMAN SERVICES SYSTEM THAT ENSURES INDIVIDUALLY TAILORED, SEAMLESS, AND HOLISTIC SERVICES TO ALLEGHENY COUNTY RESIDENTS, IN PARTICULAR, THE COUNTY'S VULNERABLE POPULATIONS.

DHS Principles

ALL SERVICES WILL BE: HIGH QUALITY—REFLECTING BEST PRACTICES IN CASE MANAGEMENT, COUNSELING, AND TREATMENT. READILY ACCESSIBLE—IN NATURAL, LEAST-RESTRICTIVE SETTINGS, OFTEN COMMUNITY-BASED. STRENGTHS-BASED—FOCUSING ON THE CAPABILITIES OF INDIVIDUALS AND FAMILIES, NOT THEIR DEFICITS. CULTURALLY COMPETENT—DEMONSTRATING RESPECT FOR INDIVIDUALS, THEIR GOALS, AND PREFERENCES. INDIVIDUALLY TAILORED AND EMPOWERING—BY BUILDING CONFIDENCE AND SHARED DECISION-MAKING AS ROUTES TO INDEPENDENCE RATHER THAN DEPENDENCY. HOLISTIC—SERVING THE COMPREHENSIVE NEEDS OF FAMILIES AS WELL AS INDIVIDUALS THROUGH TANGIBLE AID AND A FULL CONTINUUM OF SERVICES—INFORMATION EXCHANGE; PREVENTION; EARLY INTERVENTION; CASE MANAGEMENT & CRISIS INTERVENTION; AFTER CARE.

Office of Community Service,
Bureau of Family and Community Services

Dan Onorato, Allegheny County Chief Executive
James M. Flynn, Jr., Allegheny County Manager
Marc Cherna, DHS Director

Reginald Young, DHS Deputy Director,

Office of Community Services

Jim Farwell, MATP Services Administrator



Scheduling: 412-350-4476

Telephone: 412-350-4484

Fax: 412-350-2729

Address: **MATP**

One Smithfield Street, 2nd Floor
Pittsburgh, PA 15222-2225

www.county.allegheny.pa.us/dhs

Produced by the Office of Community Relations

Office of Community Services
Bureau of Family and
Community Services



Medical
Assistance
Transportation
Program

MATP provides non-emergency medical transportation to Allegheny County residents of all ages for the purpose of receiving non-emergency medical services.

These services include both physical health services (doctors, dentists, pharmacists, psychologists) and behavioral health services (mental health and drug & alcohol counseling and treatment).

Medical Assistance Transportation Program

Eligibility

Must have a valid Pennsylvania Medical Assistance (MA) Card and be a resident of Allegheny County.

Medical Assistance eligibility must be verified according to Department of Public Welfare guidelines, and the MATP paperwork must be signed and returned to ensure uninterrupted service.

We only transport to medical services that accept/bill MA.

Client Friendly Enrollment

All new applicants must call 1-888-547-6287 or visit the MATP office to enroll. Enrollment is a three step process:

MATP will verify your MA eligibility and then complete the MATP Application (usually over the phone).

MATP will mail your Application to you for your signature.

Clients must sign all paperwork and return it to the MATP Office.

MATP Requirements

MATP is required by law to provide the least costly transportation available.

MATP will assign the client's medical trip to public transportation, mileage reimbursement, or para-transit shared-ride system at our discretion.

MATP will help determine your mode of transportation. Our selection of your transportation service is based upon: your physical and / or behavioral health condition; health needs; physicians' recommendations; and availability of public transportation between your trip of origin and destination.

Scheduling

Clients who ride the shared-ride system must call MATP to schedule their trip(s) no less than two (2) workdays (Monday through Friday) in advance of their medical appointments (i.e., you must call Thursday for a Monday appointment).

Clients can call up to two weeks in advance to schedule trips.

Clients must provide information regarding the destination (address and phone number) and purpose of their medical trips.

Clients must advise MATP immediately of any changes of address, telephone number, Pennsylvania Medical Assistance Card Issue Number, or Medical Assistance eligibility.

No Cost Transportation

(No out-of-pocket expenses)

MATP and Traveler's Aid Society (TAS) are working together through neighborhood social service programs and medical facilities to give MATP clients and their eligible family members FREE bus tickets for their medical appointments. For more information, call: 412-281-5474 or 412-350-4476.



Public/Private Transportation

MATP provides after-the-fact reimbursement of transportation costs for bus and private automobile (no jitney).

Reimbursements are honored when authorized and verified by MATP.

Public transportation is reimbursed for actual trip cost up to the cost of a monthly bus pass.

Mileage is reimbursed at \$0.40 per mile.

Reimbursement for mileage is capped at bus fare where public transportation is available.

Parking and tolls are also reimbursed (with verification).

All clients must submit proof of their medical/pharmacy visit (preferably on letterhead) and original, unmodified proof of transportation cost (e.g. taxi receipt) to receive reimbursement. MATP verifies public transportation fares with Port Authority Transit and appropriate times with medical offices.

All clients should submit their trip verification promptly in order to ensure reimbursement.

MATP Shared-Ride System (SRS)

Only clients and escorts authorized by MATP are permitted on SRS vehicles.

MATP clients riding SRS have been interviewed and assessed by ACCESS, Inc. and Easter Seals. Final determination is made by MATP.

A parent or guardian must accompany children up to 12 years old on SRS vehicles.

Children 13-17 years old may ride alone on SRS vehicles only if the parent or guardian has signed a Consent Form.

Parents must furnish a car seat for children up to 8 years of age.

SRS vehicles operate Monday through Sunday, 6:00 a.m. to 10:00 p.m., year-round, including holidays.

Escorts

Clients must request to bring an escort when scheduling trips. MATP will authorize escorts only when clients are physically or behaviorally incapable of traveling alone or if the effect of the medical treatment causes temporary incapacity. Escorts must be at least 18 years of age.