

A Traveler's Best Friend™



## Rover Community Transportation

## Medical Assistance Transportation Program

(MATP)

Updated February 2016

Dear \_\_\_\_\_:

MATP Registration Date: \_\_\_\_\_

You registered with ROVER Community Transportation on the above date. You are eligible to receive transportation or be reimbursed for mileage or public transportation for travel to and from Medical Assistance funded visits with a medical doctor or facility or the nearest pharmacy provider. The Medical Assistance Transportation Program (MATP) regulations require us to keep a completed and signed client application form in our files.

Please complete both sides of the enclosed Client Agreement Form and send it within 30 days of your registering for the MATP. Remember to sign and date the form. If any information is incomplete, illegible, or missing, we will return the entire application back to you.

When filling out Part 5 on the back and you are registering other eligible household members please specify who has the special needs.

Failure to submit a completed application by

\_\_\_\_\_ could result in you becoming ineligible for transportation through the Medical Assistance Transportation Program.

Please return the application to the address listed at the bottom of the Client Agreement Form. If you have any questions regarding the application please feel free to contact us at 484-696-3854.

Sincerely,

Cathy Peron  
MATP Coordinator  
Rover Community Transportation

**During this initial 30-day period, you may receive MATP services if your eligibility is verified.**

You must complete the Client Agreement Form and mail it to:

**Rover Community Transportation**  
1002 S Chestnut St  
Downingtown, PA 19335  
Attn: Medical Assistance

You may also fax this information to:  
484-593-0454

### What is MATP?

The Medical Assistance Transportation Program, also known as MATP, provides transportation to medical appointments for Medical Assistance recipients who do not have transportation available to them. The individual's county of residence will provide the type of transportation that is the least expensive while still meeting their needs.

In Chester County, MATP provides transportation or reimbursement of transportation expenses for Medical Assistance recipients traveling to non-emergency Medical Assistance providers. Eligible transportation purposes include medical/dental appointments, therapies, medical tests, obtaining prescriptions or medical equipment, and drug & alcohol treatment.

If you cannot use or access public transportation or do not have a private vehicle available to you, paratransit rides are provided to you by Rover, whose drivers know your community. As an eligible Medical Assistance recipient, there is no cost to you.

You may not use MATP for emergency ambulance transportation, non-medical transportation, such as grocery shopping or social activities, or to obtain medical care that is not covered by Medical Assistance.

### How to contact us

You can reach us by calling:

- 484-696-3854
- 877-873-8415
- Or online at: [www.riderover.com](http://www.riderover.com)

### What medical transportation services do we provide?

Depending on where you are going, what your needs are and the costs involved, we can provide you with transportation in one of the following ways:

- If you can use and have access to public transportation or a private vehicle, a reimbursement form will be mailed to you.
- If monthly public transit expenses exceed the cost of a monthly Public Transit pass, you will be reimbursed for the cost of the pass only.
- You may be reimbursed for the use of a private vehicle at the rate of \$.12 cents per mile and for any parking fees or toll charges.
- Forms must be submitted by the 1<sup>st</sup> day of the month for the previous month's expenses.
- Checks will be issued and mailed within 15 business days for all requests received within the required timeframe. Please make sure the form is properly completed with receipts (if applicable) attached.
- Where public transit is not available or is not appropriate for the rider, county MATPs provide rides on paratransit vehicles including vans, lift equipped vans and taxis. Usually the vehicle will be transporting multiple riders with different pick-up and drop-off locations.

### Other Medical Transportation Resources

If we are not able to meet your medical transportation needs, you will be referred to your local County Assistance Office (CAO).

### How far can you go with MATP?

- We are responsible for providing or arranging for your transportation to get you to the medical care you need.
- The regions where we provide service include Chester, Lancaster, Montgomery, Delaware and Philadelphia counties and the city of Philadelphia as well as portions of the State of Delaware.
- If you live within 1/4 mile of your destination and are able to travel independently, you are not eligible for MATP services to this destination.

### How to schedule a ride

If you need a ride to a medical appointment or service, you should call us as soon as possible. For regular appointments you must call us at least one day in advance to schedule a ride.

Call 484-696-3854 Monday through Friday between 7:00 AM and 4:00 PM, **but if you are calling to schedule a ride for our next business day, your call must be received by 1:00 PM.**

Registered riders can also schedule rides on our website at: [www.riderover.com](http://www.riderover.com) (please follow the instructions for scheduling trips).

You may schedule your trip up to **30 days in advance.**

Tell the reservationist that you need to schedule a Medical Assistance ride. Be sure to let the reservationist know the following:

- If you need any special assistance
- If you will be using a wheelchair or other mobility device.
- If you will be traveling with an escort
- If you do not speak English, we will arrange for an interpreter to translate for you.
- If you are deaf, you may contact us through the State Relay System by calling 711.

### Other scheduling information required

- Address of destination including; suite number, floor, building etc.

- Name of Doctor or facility
- Phone number of Doctor or facility
- Appointment time
- Length of time needed at destination

### Pick-up and Drop off Guidelines

- When you schedule your ride, please remember that the driver may arrive 15 minutes before or after your scheduled pick-up time. Please allow for this extra time so you won't miss an appointment. Rover will only wait up to five (5) minutes for a passenger upon arrival at pickup or destination points.
- ROVER **will not call** to tell you that your ride is outside, nor will we send another vehicle back for you because you were not ready at your scheduled pickup time.
- You will be given an approximate return pick-up time when you schedule your trip.
- We will drop you off at your destination no more than 1 hour before your scheduled appointment and will pick you up no later than 1 hour after your appointment is finished, unless you are traveling out of county or 5 or more miles from your pick up location, then the drop off and pick up wait times could be greater.
- Consumers are required to anticipate a vehicle's arrival, and be ready to board the vehicle upon its arrival.
- Consumers residing in apartment complexes are to await the vehicle in the street-floor vestibule or lobby of their complex or specific building.
- Consumers residing in duplex apartments or single-family homes are to await the vehicles arrival on the first floor and/or porch area and be ready to exit the building upon arrival of the vehicle.
- Consumers at a medical facility are to await the vehicle's arrival in the street-level vestibule or lobby of the facility and be ready to exit the building upon arrival of the vehicle.
- Curb to curb service will be provided. If the consumer needs door to door service, written documentation from the medical provider is required.

### Urgent Care Service

At some point you may need transportation on short notice for an urgent care matter. Urgent care service is non-emergency transportation that is medically necessary and must be provided within a 24-hour period. This type of service may be arranged on the same day.

If you use a private car or public transit for this urgent care trip, you will be reimbursed for this cost after your MA eligibility is verified and a completed reimbursement form is submitted.

### 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, a parent or responsible adult **must** accompany you.
- If you cannot travel independently or you need assistance due to age, illness or a physical or mental disability.
- If you do not speak English, you can bring someone with you to interpret.

### Additional Riders

MATP transportation is for the MA consumer only. Consumers requesting to bring additional people (ie.children) with them to their medical appointments may be required to pay for the seat. It is at the discretion of Rover whether additional riders will be allowed.

- Rides for children accompanying you on Rover must be scheduled at the time of booking.

### Consumer Responsibilities

- If you need to cancel a trip, you must contact Rover to cancel the ride at least 2 hours prior to your scheduled pick-up time.
- Be ready for both your pick-up and return trips. Do not call for a return trip before you are ready. The driver will only wait a maximum of 5 minutes.

- If you will be traveling with a child less than 4 years of age, you must provide your own car seat. If the child is from 4 to 8 years of age, you must provide your own booster seat. This safety equipment is required by the PA Department of Transportation.

### Quarter-Mile Rule

MATP will not fund trips where the distance from origin to destination is less than ¼ mile unless the consumer cannot travel the ¼ mile independently. If public transit is offered, consumers should live no more than ¼ mile from the bus route. If a consumer lives more than ¼ mile from the public transit route, but public transit is an appropriate mode, transportation must be provided to and from the public transit stop.

### Out of County Rides

- ROVER will take you as far as 15 miles outside of Chester County for medical trips only
- All out of county rides must be scheduled at least five (5) business days prior to the appointment date before 1:00pm.
- All trips will be for appointments no earlier than 10:00am. Consumers must be ready by 2:00pm for return trips.
- Below is a list of days we will travel to various counties

- **Philadelphia / Philadelphia County**  
Monday and Wednesday
- **Montgomery County**  
Tuesday / Wednesday / Thursday
- **Delaware County**  
Monday / Wednesday
- **Wilmington / State of Delaware**  
Tuesday / Thursday
- **Lancaster County**  
Tuesday
- **Berks County**  
Tuesday / Friday

It will be necessary for you to schedule your appointments within the "Out of County" time

frames; otherwise Rover will not be able to transport you.

### Next Day Service

Next day service must be booked by 1:00PM the previous business.

### Sanction Policy

Chester County MATP has the right and responsibility to sanction passengers for excessive no-shows and other inappropriate behavior.

### No-shows

A “no-show” is defined as any scheduled trip that is not taken or cancelled within the required time frame.

A passenger is considered a no-show in the following situations:

- the passenger does not call their transportation provider at least two hours prior to their pick-up time to cancel their ride
- the passenger is not present at the designated pick-up site when the driver arrives and/or does not accept the ride

All rides scheduled for a client on the day of a no show will be automatically canceled when the consumer is a no show for any rides scheduled that day, unless the consumer calls the Rover office to inform the office differently.

A passenger who accumulates three (2) no-shows within “ANY” ninety (90) day period may be suspended from the MATP Program for up to 30 days. The passenger will receive notice from Rover that they may be suspended from service. The notice of the first no-show may be verbal or written. The notices for the second no-show will be written.

If the passenger is determined to have two (2) documented no-shows within any ninety (90) day period, the passenger will receive a DPW Written Notice form indicating a suspension of services. The form will denote the reason for suspension, the effective date of the suspension and

instructions on how to appeal the suspension. The DPW Written Notice form will be mailed to the passenger at least ten (10) days prior to the suspension. Please note that passengers that are suspended from the Paratransit Program may seek transportation services from the County Assistance Office.

### Inappropriate behavior

A passenger may be suspended from the MATP Program for inappropriate behavior. Inappropriate behavior includes but is not limited to:

- loud, boisterous and/or obscene or offensive language, yelling or screaming
- disruptive behavior or any behavior that jeopardizes the safety of any occupant of the vehicle;
- being under the influence of alcohol or controlled substances;
- disrespecting the driver or other riders
- touching or harassing the driver or other riders
- hanging your arms, head or legs out of the window
- violations of moving vehicle safety requirements or leaving the vehicle before the designated drop-off point;
- weapons of all kinds (including, but not limited to: guns, knives, box cutters etc.) are prohibited on all Rover CT vehicles, including any vehicle that may be sub-contracted by Rover;
- implied threats or physical action, either verbal or with weapons, toward other passengers, drivers or administrative staff;
- Property damage or threat of damage to the vehicle and/or equipment related to the MATP.
- The use of drugs, selling drugs or giving other passengers drugs.

### **Eating, Drinking and Smoking on the bus is prohibited**

If it is medically necessary for you to eat or drink on the bus, we need to have written verification from your doctor.

If a sanction is required for inappropriate behavior, the following will occur:

- After the first offense, the passenger will receive a verbal warning stating that transportation services are in danger of being suspended.
- Upon notice of the second offense, the passenger will receive a DPW Written Notice Form that services will be suspended for a period of fifteen (15) days, beginning ten (10) days after the date on the Form or until the passenger has an escort ride along during the period of suspension. Should inappropriate behavior continue during the period when the escort is present or after return from the 15 day suspension, the passenger will receive notice of a third offense.
- Upon notice of the third offense, the passenger will receive a DPW Written Notice form that services will be suspended for a period of thirty (30) days, beginning 10 days after the date on the form. If after 30 days the passenger wants to re-enter the MATP, the passenger must have an escort ride along for every trip thereafter. Should inappropriate behavior continue when an escort is present, the consumer may be denied transportation services through the Chester County MATP.

**NOTE: Chester County MATP may deviate from any of the above order of outlined inappropriate behavior steps given the severity of the offense. Inappropriate behavior that threatens the safety of fellow passengers and drivers may result in immediate termination from the MATP.**

### Appeal Process

We are required to send you a written notice if we deny your request for MATP transportation or for reimbursement of your transportation expenses.

We are also required to send you written notice in advance if we plan to reduce or change your services or suspend you for any length of time. The notice will explain the reasons for our action, when the action is effective and your right to appeal the action.

If we are not able to meet your medical transportation needs, you will be referred to the Chester County Public Assistance Office.

### 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 and procedures, please tell us. We will record your complaint, investigate it and respond to you within 5 days. Call 610-594-3911 and ask for the MATP Coordinator. The Coordinator will take your complaint over the phone. If you wish to fax a written complaint you can request the fax number.

### 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).

**First Level Complaint:** MATP riders having complaints with their service should first make their complaints known to the MATP Coordinator by calling 484-696-3854. A complaint form or incident report, which summarizes the nature of the complaint and the response and/or remedy offered to the consumer will be completed and filed by the MATP Coordinator. Upon request by the consumer the complaint and response will be forwarded to the Department of Community Development ( DCD) within 10 business days of the complaint. If this is the course requested by the consumer a letter outlining the complaint and response will be mailed to the consumer and the DCD within 10 business days of the complaint. This letter will include information and instructions for the consumer to make a second



level complaint to the Chester County DCD if they are not satisfied with the proposed resolution.

**Second Level Complaint:** If the matter is not resolved on the first level, the consumer should contact the Program Specialist at the Chester County Department of Community Development by telephone at 610-344-6900 or in writing to the following address:

Chester County D C D  
Attn: Program Specialist  
601 Westtown Road  
Suite 330  
PO Box 2747  
West Chester, PA 19380-0990

The Program Specialist will investigate the complaint, including discussion with the consumer, in a timely manner. A complaint form will be completed by the Program Specialist and a resolution letter mailed to the consumer within 10 business days of the DCD's receipt of the Second Level complaint. The resolution letter will summarize the complaint, first level response, and outline a response to the consumer. For Mental Retardation Paratransit Program consumers, the DCD will work with the County MH/ IDD Department to resolve the complaint.

**Third Level Complaint:** Medical Assistance Transportation Program Consumers ONLY: If the matter is still not resolved, the MATP Consumer has the option of filing a complaint with the Department of Public Welfare Office of Hearings and Appeals. The complaint can be filed by telephone at 717-787-3422 or in writing to the following address:

Pennsylvania Department of Public Welfare  
Office of Hearings and Appeals  
Health and Welfare Building  
Room 234  
PO Box 2675  
Harrisburg, PA 17105-2675

The above information is for the MATP Consumers only.

All complaints regarding Paratransit Services provided to minors should be made by the minor's parent or legal guardian.

Rover Community Transportation will only transport Medical Assistance Riders from their home to a medical appointment (that their Medical Assistance Insurance is paying for) back to their home.

### ***Incident Weather Advisory***

ROVER will operate if at all possible.

In the event of inclement weather conditions or any emergency which may affect ROVER'S normal service, information and updated will be available through the following sources:

ROVER'S Facebook page  
Twitter, follow us at @RoverCommTrans

ROVER'S reservation lines 484-696-3854 or toll free 877-873-8415

Announcements, cancellations for the day, late starting time, or an early closing will be available.

A late start announcement will give the time that service will start for that day. Any pick-ups scheduled before that time will be cancelled. If ROVER does not take you to your appointment and you find another way to your appointment ROVER will not provide transportation home.

In case of an early closing; return trips will start immediately after the notice for early closing is given.

The system will probably be running late because of bad road conditions. You will have to make adjustments to your schedule.

ROVER reserves the right to give priority to certain trips. Dialysis patients will be the first on the list to receive transportation.

ROVER is not an emergency transportation system. If such service is needed you will have to contact your local ambulance.

You must call ROVER to reschedule your appointment.  
ROVER appreciates your help and patience during bad weather.

### ***MATP MILEAGE & PUBLIC TRANSPORTATION REIMBURSEMENT POLICY***

- Only billable services are reimbursable.
- This includes doctor appointments for which the doctor bills Medical Assistance or a MA insurance company, and trips made for the purpose of picking up x-rays, referrals, eye glasses or scripts in order to complete or initiate an allowable medical service.
- Requests for reimbursement to a **Methadone clinic** will only be for the closest clinic to your home. If you attend a clinic further away, a letter from the closest clinic verifying that they are unable to accommodate you at their clinic is needed. **A dosing printout from the clinic (must have dosing dates and times).**
- Mileage reimbursement can only be given to a Medical Assistance consumer if he or she is the only person in a vehicle being transported to an MA compensable medical service or the consumer is driving his or herself to the medical service. In other words, if more than one MA consumer is going to the same medical service together in one car, then only one of these people can claim and be reimbursed for the mileage to that medical service. The reimbursement rate will be \$.12 per mile round trip.
- All information must be filled out on the claim form including written verification (e.g., a signature) that the medical service was provided in order for your reimbursement to be processed. Requests for Pharmacy reimbursements require a register receipt showing that a prescription was picked up. You will only be reimbursed for going to either of the two closest pharmacy's to your home.
- If a written verification of the medical service cannot be provided, the Rover office will make one attempt to obtain the verification from the provider prior to denying the reimbursement request. If a reimbursement request is inaccurate or incomplete, one attempt will be made to contact the consumer

to attempt to resolve the issue before denying the reimbursement request.

- All dates claiming mileage or public transportation reimbursement must have an authorized signature from the medical service provider.
- All parking and toll claims must have a receipt attached to the claim form. Train transportation must have a receipt (ticket stub) attached to the claim form.
- Public transit reimbursement will be no more than the cost of a monthly transit pass.
- Only one month on a request form.
- The MA client must be registered with Rover before any reimbursement is paid. Eligibility for reimbursement starts on the date of registration with Rover.
- Medical Assistance will only reimburse for two (2) months, the current month and the month before. Any request received outside this two-month time frame will not be paid.
- June reimbursements must be submitted to Rover no later than July 10<sup>th</sup> for fiscal year end processing, Reimbursements received on or after July 11<sup>th</sup> will be denied
- Mileage is checked by using Google Maps. If you feel that Google Maps has incorrectly calculated your mileage, you may contact the MATP Coordinator to discuss your individual situation.
- Consumers should turn in their requests for reimbursements on the last day of each month. Checks will be issued and mailed within 15 business days for all requests received within the required timeframe. Requests for reimbursements that are received late will be processed on the next reimbursement cycle.

All reimbursement requests should be mailed to:

ROVER Community Transportation  
1002 S Chestnut St  
Downingtown, PA 19335

For a complete list of MATP Instructions and Requirements please go to:

[www.http://matp.pa.gov/InstructionsRequirements.aspx](http://www.matp.pa.gov/InstructionsRequirements.aspx)