You cannot use MATP:
- if you need emergency ambulance transportation
- for non-medical trips such as for grocery shopping or for social activities
- to obtain medical care that is not covered by Medical Assistance.

B. HOW TO CONTACT US
Our office is located at 825 Airport Road, Lemont Furnace and our phone number(s) are: 724-628-7433 and 1-800-321-RIDE

Our regular office hours are Monday through Friday from 8:00 to 4:30. If you call us after hours or on a weekend or holiday, you will be able to leave a message on our answering machine and we will return your call on the next business day. Our answering machine will also tell you what to do if you need urgent care (referred to as urgent care transportation) or where to call for emergency transportation.

C. WHAT MEDICAL TRANSPORTATION SERVICES DO WE PROVIDE?
Transportation Options Depending on where you are going, what your needs are, and the costs involved, we could provide you with transportation in one of the following ways:
- Shared ride
- Lift-equipped vans

Mileage Reimbursement If you have a car available, or if you know someone who has a car and who can take you to your medical appointment, we will provide you mileage reimbursement if it is the least costly, most appropriate service available. We will reimburse you at the rate of 14 cents per mile. We will also reimburse you for your actual parking expenses and tolls if you provide receipts showing how much you paid.

If you want to claim mileage reimbursement for a trip, you must tell us in advance. We will send you a form to fill out to tell us how far you traveled and whether you had any parking or toll costs. You must have the medical provider sign to verify that you were there. You can turn in your reimbursement request right after a trip or you can wait until the end of the month. We will reimburse you within 2 weeks.

If you need to have an escort to go with you, or if you need accessible transportation due to a temporary or permanent disability. We will arrange for the least costly way to get you to and from your appointment that meets your needs. If your appointment is rescheduled or cancelled, or if things change and you no longer need a ride, you must call us immediately and let us know

Pick Up and Drop Off Guidelines If we will be transporting you using shared ride, you will be told in advance the approximate time you will be picked up by the MATP driver. Please be ready ahead of time. Our 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 pick-up time. Our policy is to drop you off at your provider’s office no more than 1 hour before your scheduled appointment, and to pick you up no later than 1 hour after your appointment is finished. If we do not meet these timelines and you are kept waiting, you should call us at 724-628-7433 to report the problem and to see if alternative arrangements can be made.

Urgent Care Transportation At some point you may need transportation on short notice for an urgent care matter. Urgent care includes any situation where your medical provider has told you that you need to come to their office, or to obtain some other medical treatment within 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, you should call 724-628-7433 for urgent care transportation. After hours or weekends call 724-628-7433 and the answering machine will prompt you.

F. ESCORT POLICY
You may bring someone with you as an escort at no cost to you in the following situations:
- If you are under 18, you can be escorted by a parent or other relative/guardian
- If you cannot travel independently, or you need any assistance due to age, illness, physical or mental disability which must be verified by a physician.
- If you do not speak English, you can bring someone with you to interpret.

G. SANCTION POLICY
Fayette 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 not 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 1 hour 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.

A passenger who accumulates three (3) no-shows within a thirty (30) day period may be suspended from the MATP for 30 days. The passenger will receive notice from our office after each of the three no-shows. The notice of the first no-show may be verbal or written. The notices for the second and third no-shows will be written.

If the passenger is determined to have three (3) documented no-shows within a thirty (30) day period, the passenger may receive a DPW Written Notice form indicating a suspension of.
If the complaint is against a staff member, the manager will consult with the staff person to get information regarding the matter.

If corrective action is necessary for either the sub-contractor or staff person, this information is recorded on the complaint form.

The General Manager or assigned staff will write a letter to you to advise of the resolution to the matter within 5 days from the date of complaint.

If the resolution is not satisfactory to you, you may appeal to the Director of Human and Community Services for further action. The Director will respond to you within 5 days.

If you are still not satisfied with the determination of the Director, the complaint is forwarded to the department of Medical Assistance in Harrisburg.

I. APPEAL PROCESS

We are required to give you a written notice if we deny your request for MATP transportation 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 go into effect, and your rights to appeal from the action.

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 724-439-3591 or the Pennsylvania Health Law Project at 1-800-274-3258.

A. WHAT IS MATP?

The Medical Assistance Transportation Program (MATP) is a transportation service available to Medical Assistance consumers in Fayette County. MATP is funded by the Pennsylvania Department of Public Welfare. In Fayette County the MATP Program is run by Fayette Area Coordinated Transportation.

Our program offers transportation or mileage reimbursement to help you get to medical care or services from a Medical Assistance provider. We are required to provide you with the least expensive, most appropriate transportation service available that will meet your needs.

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

B. 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).

Fayette Area Coordinated Transportation
825 Airport Road
Lemont Furnace PA 15456
724-628-7433 or 1-800-321-7433

Consumer Welcome Brochure

Fayette Area Coordinated Transportation

WELCOME TO THE MEDICAL ASSISTANCE TRANSPORTATION PROGRAM! (MATP)