



Erie Metropolitan Transit Authority
127 East 14th Street
Erie, Pennsylvania 16503

MEDICAL ASSISTANCE TRANSPORTATION PROGRAM

WHAT IS MATP?

The Medical Assistance Transportation Program (MATP) is a transportation service available to the Medical Assistance (MA) consumers throughout Pennsylvania. The Pennsylvania Department of Human Services (CHS) funds the MATP.

MATP offers transportation to medical care or services from a MA provider. MATP is required to provide the least costly, most appropriate transportation that will meet your needs.

You can use MATP transportation to get to any health care service that is paid for by Medical Assistance. That includes appointments with your doctor, dentist, psychologist or psychiatrist, drug and alcohol treatment clinics, or any other MA provider. You can also use MATP to go to the pharmacy for prescriptions, to the hospital for tests, or to get to medical equipment suppliers.

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**

WHAT MEDICAL TRANSPORTATION SERVICE DO WE PROVIDE?

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

- **Public fixed route service (bus fare reimbursement)- EMTA**
- **Lift-equipped vans**
- **Mileage Reimbursement**

Bus Fare reimbursement we will reimburse you for the bus fare cost that you pay. If you are eligible for this, you will get a form that will track which route/bus number and time you took it. You will also take to your medical appointment this mileage form to have your medical provider sign and date it.

Lift paratransit van is wheelchair/walker accessible for your physical disabilities needs.



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If you have a car available, or if you know someone who has a car and who can take you to your medical appointment, you may be eligible for mileage reimbursement. If you are eligible, we will reimburse you at a rate per mile as specified by DHS. We will also reimburse you for your actual parking expenses and tolls if you provide receipts showing how much you paid.

If you are selected for the Bus fare/Mileage Reimbursement program you still may utilize the EMTA Lift for Out of County Medical Trips only (Pittsburg/Meadville).

If you are eligible for **Mileage Reimbursement** and you want to request payment 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. Mileage reimbursement forms are due by the end of every quarter. Any forms turned in after their quarter will not be processed. The quarters are **(1st qtr. July–Sep), (2nd qtr. Oct-Dec), (3rd qtr. Jan-Mar), (4th qtr. Apr-June)**. You may turn them in at any time within their quarters or turn them in at the end of their quarters. Reimbursement checks are issued on the **2nd Friday and 4th Friday of each month**.

HOW FAR CAN YOU GO WITH MATP?

Pharmacy

Transportation shall only be provided to a choice of two pharmacies closest to your home or two pharmacies closest to your 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). If the pharmacy close to you does not have your medication you must provide a note stating, why you must go to a furthest pharmacy. If the note is not provided the reimbursement calculations will be from the closet pharmacy to your home.

Methadone Treatment

Pennsylvania law requires that transportation only be provided to the closest in-network methadone treatment program from your home, unless you request, and we grant an exception. Specific conditions for granting an exception are required by law. These are:

- **Physical health**
- **Medical emergency**
- **Safety issues**
- **Availability of a closer clinic.**

If you have questions regarding the transportation options available to you, please contact our 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

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you were treated by our staff or a driver, or about our policies and procedures, please tell us. We will record your complaint, investigate and respond to you within 7 days.

- **Complaints may be initially received in writing by any member of the MATP staff.**
- **If you feel that your complaint is not resolved by staff, it will then be forwarded to the Manager of Transportation**

If you are not satisfied with the results by staff and by the Manager, you can contact the Department of Human Services, Harrisburg, PA

APPEAL PROCESS

The Pennsylvania Department of Human Services requires us to give you a Written Notice if we deny your request for MATP transportation.

We are also required to give you a Written Notice in advance if we plan to reduce, change, suspend, or terminate your MATP service.

The Written Notice will tell you the reason for our action, when the action will go into effect, and your rights to appeal these actions.

If you receive a Written Notice and wish to appeal, you must complete the proper section of the Written Notice and return it to our office within the time limits listed in the Written Notice.

IF YOU NEED HELP WITH AN APPEAL

You can call us or get free legal assistance.

You can call Northwestern Legal Services at 814-724-1040 or the Pennsylvania Health Law Project at (800) 274-3258.

HOW TO CONTACT US

Our office is located at 127 E. 14th St., Erie, PA 16503 and our phone number is: 814-455-3330

- Our regular office hours are Monday through Friday from 8:00 am to 4:30 pm. 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. Bus Fare reimbursement we will reimburse you for the bus fare cost that you pay. If you are eligible for this, you will get a form that will track which route/bus number and time you took it. You will also take to your medical appointment this mileage form to have your medical provider sign and date it.

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