

Escort Policy

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

- If you're under 18, you can be escorted by a parent or other relative/guardian.
- If you are under the age of 13, your parent, legal guardian, or other adult with parental authority *must* accompany you on your trip.
- If you can't travel independently, or you need any assistance due to age, illness, physical or mental disability. A physician or other medical provider must verify in advance that you require an escort.
- If you don't speak English, you can bring someone with you to interpret.

No Shows

A no-show is defined as any scheduled trip that is not taken or canceled within the required time frame. You will be considered a no show in the following situations:

- If you don't call GO at least one hour prior to your scheduled pick-up time to cancel your ride;
- If you are not present at the designated pick-up site when the driver arrives.

If you accumulate 3 no-shows within a 12 month period, your routine rides may be cancelled and you will not be able to reserve transportation until the day before your appointment.

Passenger Code of Conduct

GO Westmoreland reserves the right to suspend your transportation services. The following behaviors will not be tolerated:

- Loud, boisterous, and/or obscene or offensive language
- Disruptive behavior or any behavioral that jeopardizes the safety of any occupant of the vehicle
- Being under the influence of alcohol or controlled substances
- Violations of moving vehicle safety requirements or leaving the vehicle before the designated drop-off point.
- 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 or equipment.

Sanction Policy

GO Westmoreland has the right and responsibility to sanction passengers for inappropriate behavior.

Urgent Care Transportation

At some point you may need transportation on short notice for an urgent care matter. MATP defines urgent care as 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. 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 or service, that same day or within the next 24 hours. If you need transportation for an urgent care matter, you should call GO immediately. We require written verification from the medical provider at the time of the trip. GO staff will coordinate valid requests for urgent care transport during normal business hours within 3 hours of the time the rider makes a request. The standard does not apply to after hours service, weekends, or hospital discharges.

GO staff will answer the urgent care telephone line from 8:00 AM to 4:00 PM, Monday through Friday. After these hours, calls will be forwarded to an urgent care voice mailbox. After a message is received, a staff member will contact you to make the necessary transportation arrangements.

Complaint Process

If you have a complaint about our services, how you've been treated, or about our policies and procedures, please tell us. Your complaint will be recorded, investigated, and we will respond to you as soon as possible.

Complaints may be made in writing or you can call the GO Westmoreland Comment Line at [724-832-2706](tel:724-832-2706).

What if Go Can't Meet My Needs

If Go is unable to meet your transportation needs, we will refer you to the County Assistance Office (CAO). You must have a written referral from GO before CAO will be able to process and/or authorize a Special Medical Transportation Allowance.



41 Bell Way
Greensburg, PA 15601
724-832-2706
724-853-2760 (Fax)
www.westmorelandtransit.com

Medical Assistance Transportation Program

MATP



724-832-2706



Westmoreland

August 2023

What is MATP?

The Medical Assistance Transportation Program (MATP) is a transportation service available to Medical Assistance consumers in Westmoreland County. MATP is funded by the Pennsylvania Department of Human Services.

Our Program offers transportation or mileage reimbursement to help you get to medical care or services from a Medical Assistance provider. GO is required to provide you with the least costly, most appropriate transportation service available that will meet your needs. You can use MATP services to go to most medical appointments that Medical Assistance pays for. These medical services include therapies, tests, dental visits, trips to the pharmacy to get prescriptions, mental health treatment, drug & 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 or for social activities;
- To obtain medical care that is not covered by Medical Assistance.

Where Can You Go With MATP?

GO will provide transportation to and from qualified Medicaid enrolled providers who are generally available and used by other members of the community or locality in which you are located. Please note that GO will not provide trips that are less than 1/4 mile.

Pharmacy - Transportation shall only be provided to a choice of two (2) pharmacies closest to your residence or closest to your prescribing physician's visit (if the prescription is being picked up en route from the office). Only one round-trip is permitted to the pharmacy per day.

Methadone Treatment - Pennsylvania law requires that transportation only be provided to the closest in-network methadone treatment program closest to your residence. You may request an exception. Specific conditions for granting an exception are prescribed by law.

What Services Do We Provide?

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

- **Public Fixed-Route Bus** - Bus tickets will be provided to passengers who live on or near the bus routes, and appointments should be scheduled according to the bus schedules.
- **Mileage Reimbursement** - Access to a private vehicle (your own or a family member's).
- **Shared-Ride Paratransit Service** - Public Fixed-Route is unavailable and no access to a vehicle.

Mileage Reimbursement

If you have a car available, or if you know someone who has a car, and can take you to your medical appointments, GO Westmoreland will provide you mileage reimbursement. If it's the least costly and most appropriate service available, GO will reimburse you at the rate of 25¢ per mile. GO 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 your trip, you must properly complete your mileage reimbursement forms and return them to our office within 30 calendar days of the date of service. GO will provide you with the proper forms. They are also available online at www.westmorelandtransit.com. You must tell us how far you traveled and whether you had any parking or toll costs, and have a medical provider sign to verify that you were there. A properly completed mileage reimbursement form must be turned in to GO within 30 calendar days of the date of service. Incomplete, illegible, or late forms will result in delayed or denied payment. We will reimburse you within 4 weeks of receiving your completed forms.



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How to Contact Us and Schedule a Trip

Regular Office Hours:

Monday through Friday 8:00 AM - 4:00 PM

When can you travel?

Our days and hours of service are as follows:

Monday through Friday 7:00 AM - 7:00 PM

Saturday 7:00 AM - 4:00 PM

All trips require advanced reservation. The latest that you can call to arrange a ride for the next day is at least one business day in advance before 12:00 PM or you may schedule a trip as far ahead as two weeks in advance. For trips on Saturday or Monday, the latest you can call to arrange a ride is Friday before 12:00 PM.

Riders now have the option to schedule their trips online!

To enroll in online scheduling, call GO Westmoreland at 724-832-2706 and a reservationist will help you get started.

Information Needed to Schedule a Trip

- Your name as it appears on your application.
- The day and time you would like to travel.
- The estimated duration of your appointment.
- The exact street address for the trip requested.
- Notes about special entrances to your building.
- Any change of address or phone number.
- Any special vehicle requirements.

Pick-Up and Drop-Off Guidelines

The reservationist will give you a 30 minute pick-up window. The 30 minute pick-up window begins 15 minutes prior to your scheduled time and ends 15 minutes after your scheduled time. For example, if your pick-up time is 9:15 AM; your window is 9:00 AM to 9:30 AM. We ask that you be ready and watch for your vehicle during this window. Drivers will only wait 5 minutes within the 30 minute window.

One Hour Ride

GO Westmoreland is required to drop you off at your medical provider's office no more than 1 hour before your scheduled appointment, and that we pick you up no later than 1 hour after your appointment is finished.

Please see back of brochure for more information