

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.

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 behavior 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 and/or equipment

Sanction Policy

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

Complaint Process

If you have a complaint about our services, about how you were treated by our staff, about a driver, or about our policies and procedures, please tell us. We will record your complaint, investigate it and respond to you.

Complaints may be made in writing, or verbally on the GO Westmoreland Comment Line at 1-800-242-2706 ext. 183.

What if GO Cannot 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 the CAO will be able to process and/or authorize a Special Medical Transportation Allowance.



MATP

**Medical Assistance
Transportation Program**
1-800-242-2706



Safe

Reliable

Affordable

GO Westmoreland
41 Bell Way
Greensburg, PA 15601
1-800-242-2706
724-853-2760 (fax)
customerservice@westmorelandtransit.com

**ALL RULES & REGULATIONS ARE
SUBJECT TO CHANGE IN
ACCORDANCE WITH THE
DEPARTMENT OF HUMAN SERVICES**



Follow the arrow and GO!

March 2017

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 ¼ mile.

Pharmacy—Transportation shall only be provided to a choice of 2 pharmacies closest to your residence or closest to your prescribing physician's visit (if the prescription is being picked up in route from the office).

Methadone Treatment—Pennsylvania law requires that transportation only be provided to the closest in-network methadone treatment program 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 are 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
- Mileage Reimbursement
- Shared-Ride Paratransit Service

If you have questions regarding the transportation options available to you, please contact our office at 1-800-242-2706.

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 appointments, GO will provide you mileage reimbursement if it is the least costly and most appropriate service available. GO will reimburse you at the rate of 12¢ 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 the 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 2 weeks of receiving your completed forms.

How to Contact Us

Regular office hours:
Monday through Friday
8:00 AM to 4:00 PM

When Can You Travel?

Our days and hours of service are as follows:
Monday thru Friday 7:00 AM until 7:00 PM
Saturday 7:00 AM until 4:00 PM

Scheduling a Trip

Regular office hours:
Monday through Friday
8:00 AM to 4:00 PM

You can call up to two weeks in advance to arrange a ride. The latest that you can call to arrange a ride for the next day is at least one day in advance before 12:00 PM.

The reservationist will give you a ½ hour pick-up window. Please be ready and waiting for the vehicle.

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 that you are requesting.
- Notes about special entrances to your building.
- Any change of address or phone number.
- Any special vehicle requirements.

Pick-Up and Drop-Off Guidelines

Riders must be ready for pick-up 15 minutes before or after the scheduled time. Please allow for this time range when you schedule your trip. Drivers will only wait 5 minutes within the ½ hour window.

One-Hour Rule

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.

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 are under the age of 13, your parent, legal guardian, or other adult with parental authority **must** accompany you on your trip.
- If you cannot 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 do not 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 do not 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.