

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 or National Express 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 two no-shows within a 90 day period, you will be suspended from MATP for 30 days. You will receive a written notification from our office after each of the no-shows. The 2nd written notice will indicate a suspension and also explain how you can appeal the suspension.

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; and,
- Property damage or threat of damage to the vehicle and/or equipment.

COMPLAINT PROCESS

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 10 days.

- All complaints must be made in writing within 5 working days of the incident. The Paratransit Service Manager will review the complaint, investigate it, and respond to you within 10 days.
- If you are not satisfied with the Manager’s response, you may request that the Director of Paratransit Services review the complaint and the resulting investigation. This review should be requested within 5 working days of receiving the initial response to the complaint. The Director of Paratransit Services will provide you with the results of this second review within 5 days.
- If you remain unsatisfied with the Director of Paratransit Services response, you may request that the Executive Director review the complaint. This review should be requested within 5 working days of receiving the second response. The Executive Director will provide you with the results of this third review within 5 days.
- If you are still not satisfied after this final review by the Executive Director, GO Westmoreland will forward the complaint to the Pennsylvania Department of Human Services.

APPEAL PROCESS

GO is required to give you 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 the action, when the action will go into effect, and your rights to appeal 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 724-836-2211 or the Pennsylvania Health Law Project at 1-800-274-3258.

OTHER MEDICAL TRANSPORTATION RESOURCES

If GO is unable to meet your medical transportation needs, you will be referred to the local County Assistance Office (CAO).

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



Follow the arrow and GO!

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

sharedride@westmorelandtransit.com



Follow the arrow and GO!

MATP
Medical Assistance
Transportation Program



General Information

1-800-242-2706

HOW FAR CAN YOU GO WITH 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. GO Westmoreland provides MATP service in Westmoreland County.

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

HOW TO CONTACT US

Our regular office hours are Monday through Friday from 8:00 AM to 4:00 PM. We can be reached at 1-800-242-2706.

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 us 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 FAR CAN YOU GO WITH MATP?

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

The total travel mileage limitation will be 30 miles. An exception will be made to the 30 mile limitation in order to accommodate rides to Pittsburgh.

If you are enrolled in a Medical Assistance MCO (Managed Care Organization), GO can provide or arrange transportation for you to any medical provider in the MCO region that is within 30 miles or less of your home address. Your MCO region includes Westmoreland, Allegheny, Armstrong, Fayette, Indiana, and Washington counties. However, GO will only take you to providers in your MCO network, or providers that are out-of-network but who your MCO has referred you to.

If you are in Medical Assistance fee-for-service, GO will provide or arrange transportation for you to the provider who is closest to your home and who can meet your medical needs, within 30 miles or less of your home. We will take you to a more distant provider only if you give us medical information that shows the more distant provider is required to meet your needs. Please note that this provider must also be within 30 miles or less, one way of your address.

SCHEDULING A TRIP

Our regular office hours are Monday through Friday from 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.

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 or service, that same day or within the next 24 hours. GO has a process for responding to any urgent care requests and will make every effort to help you get the medical care you need.

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. MATP defines urgent care as any illness of 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.

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.

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.

SANCTION POLICY

GO Westmoreland has the right and responsibility to sanction passengers for excessive no-shows and other inappropriate behavior.