

If the complaint resolution is not satisfactory, you may request that the Director of Operations review the complaint. A verbal or written response to this second level of complaint will be provided within five business days.

If the complaint resolution by the Director of Operations is not satisfactory, the complaint will be forwarded to the Pennsylvania Department of Human Services for review.

#### **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 Bucks County Assistance Office (CAO.)

#### **Appeal Process**

BCT is required to give you a written notice if you are denied your request for MATP transportation or mileage reimbursement. BCT is also required to give you written notice in advance if we plan to reduce or change your transportation services. The notice will advise you of the reasons for our action, when the action will go into effect, and your right to appeal the action.

If you need help with an appeal you can get free legal assistance. You may contact your local legal services offices at Bucks County Legal Aid at 215-781-1111, or you may contact the Pennsylvania Health Law Project at 1-800-274-3258.

# Welcome to The Medical Assistance Transportation Program

Bucks County Transport, Inc.

2018



Bucks Country Transport, Inc.  
P.O. Box 510  
Holicong, PA 18928  
1-888-795-0740

#### **What is the Medical Assistance Transportation Program? (MATP)**

The Medical Assistance Transportation Program (MATP) is a transportation service available to Medical Assistance consumers in Bucks County. MATP is funded by the Pennsylvania Department of Human Services (DHS). In Bucks County, the MATP is operated by Bucks County Transport, Inc.

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 covered by Medical Assistance. These medical services include therapies, tests, dental visits, trips to the pharmacy to pick up prescriptions, mental health treatment, drug and alcohol treatment, and trips to medical equipment suppliers.

You may NOT use MATP:

- \* if you need emergency ambulance transportation
- \* for non-medical trips such as for grocery shopping or social activities
- \* to obtain medical care that is not covered by Medical Assistance

#### **How to Contact Us**

Bucks County Transport, Inc.  
PO Box 510  
Holicong, PA 18928  
For the MATP Program:  
Local Number 215-794-8360  
Toll Free 1-888-795-0740  
Administration 215-794-5554

Regular office hours are Monday-Friday from 8:30-5:00. If you call after hours or on a weekend or holiday, you will be able to leave a message on our voicemail and your call will be returned on the next business day.

#### **What Medical Transportation Services Do We Provide?**

Depending on where you are going, what your needs are and the cost involved, we could provide you with transportation in one of the following ways:

- \* Public fixed route bus service (SEPTA.) You will be reimbursed for the cost of your ticket.
- \* Shared ride van service
- \* Wheelchair-accessible vehicles

When you ride through MATP, you are expected to get to the curb to be picked up. BCT may arrange a ride for you using vans, buses, or accessible vehicles for persons with disabilities. If you can take public transportation and you do not live far from a bus route, you may be reimbursed for the cost of riding the bus.

#### **Mileage Reimbursement**

If you have a car available, or if you know someone who has a car and 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 \$.12/mile. We will also reimburse you for your parking expenses and tolls if you provide receipts.

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 document whether you had parking or toll costs. This form should have the medical provider's signature to verify that you received

treatment. You can turn in your reimbursement request right after a trip, or you may wait until the end of the month. If you wait until the end of the month, BCT must have your request by the 15th of the next month. For example: to be reimbursed for a medical trip on January 2, BCT must have your form by February 15. We will reimburse you within 2 weeks of receiving your completed forms. BCT can also reimburse the cost of using SEPTA services.

#### **How Far Can You Go With MATP?**

We are responsible for providing or arranging transportation to get you to the medical care you need.

\* If you are enrolled in a Medical Assistance MCO (Managed Care Organization,) we can provide or arrange transportation for you to any medical provider in the MCO region. Your MCO region includes Bucks, Northampton, Lehigh, Montgomery and Philadelphia Counties.

However, we will only take you to providers in your MCO network, or providers that are out-of-network but to whom your MCO has referred you.

\*If you are in a Medical Assistance fee-for-service, we will provide or arrange transportation for you to the provider closest to your home and who meets your medical needs. We will take you to more distant providers only if you give us medical information that shows that the more distant provider is required.

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

#### **TRANSPORTATION AVAILABILITY**

Service within Bucks County is available 6:00 a.m. to 6:00 p.m. Monday through Friday.

**Please Note:** Transportation between service areas (Upper, Central and Lower Bucks County)

and service to adjacent Pennsylvania counties may be limited to certain times and days.

#### **Scheduling a Ride to an Appointment**

SCHEDULING HOURS ARE 8:30 am - 4:30 pm.

If you need a ride to a medical appointment or service, you should call us as soon as possible. For regular appointments, you must call at least two business days in advance, before 4:00, to arrange a ride.

You may call us up to 6 months before your appointment to arrange a ride. When you call to schedule, we will ask the date and time of your appointment, where you need to go, and the time you would like to return home. Please tell us if you have any special needs; if you are bringing an escort, or if you need accessible transportation due to a temporary or permanent disability. We will arrange for the least costly, appropriate way to get you to and from your appointment. If your appointment is rescheduled or canceled, or you no longer need a ride, you must call us at least 2 hours in advance to cancel your ride.

#### **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 one hour before your scheduled appointment, and to pick you up no later than 30 minutes after your appointment is finished. Out of consideration for other riders, drivers will wait five minutes for you to board the vehicle. If you are

not boarding the vehicle within five minutes, your ride will be marked as a "no-show" and our drivers will continue with the next scheduled stop. If we do not meet these timelines and you are kept waiting, you should call us at 1-800-795-0740 to report the problem and see if alternate 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 a medical treatment or service that same day or within the next 24 hours. We have a process for responding to 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 MATP immediately. Please contact BCT at 1-888-795-0740 during regular business hours. We will make every effort to secure transportation within three (3) hours of your request. This does not apply to after-hours service or hospital discharges.

#### **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 must be escorted by a parent or other relative/guardian.
- \* If you cannot travel independently, or you need assistance due to age, illness, or physical or mental disability please provide written verification from your physician of your need for an escort.
- \* If you do not speak English, you may bring an interpreter.

#### **No Shows**

A "no-show" is defined as any scheduled trip that is not taken and not canceled at least two (2) hours prior to the scheduled trip. You may cancel your ride 24/7 by dialing 215-794-5556 and leave a message. Riders that repeatedly no-show may be required to do one of the following:

- Call BCT to confirm the need for transportation the day of trip.
- Only schedule one (1) day at a time.
- Use public transportation and receive reimbursement.
- 

#### **Inappropriate Behavior**

Inappropriate behavior includes but is not limited to: obscene or offensive language; implied threats or violence toward passengers, drivers, or administrative staff; being under the influence of alcohol or controlled substances.

#### **Complaint Process**

A complaint is any issue, 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 you were treated by our staff or a driver, or about our policies and procedures, please tell us. Complaints may be submitted by phone or in writing to Bucks County Transport, Inc. All complaints will be reviewed, and a BCT employee will contact you by telephone within one day and follow up with a written response within five days. The staff person may not have been involved in the action that is the subject of the complaint. Written documentation of complaints will be kept on file.