

**CAMBRIA COUNTY  
MEDICAL ASSISTANCE  
TRANSPORTATION PROGRAM  
(MATP)**

CamTran  
502 Maple Ave.  
Johnstown Pa. 15901  
1-800-252-3889  
[www.camtranbus.com](http://www.camtranbus.com)

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

**Voice Mail is available 24 hours**

MATP Transport Vehicles are  
ADA Accessible

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CAMBRIA COUNTY TRANSIT AUTHORITY



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## **A. WHAT IS THE MEDICAL ASSISTANCE TRANSPORTATION PROGRAM (MATP)?**

The Medical Assistance Transportation Program (MATP) is a transportation service available to Medical Assistance (MA) consumers in Cambria County. MATP is funded by the Pennsylvania Department of Public Welfare. In Cambria County, the MATP Program is administered by CamTran.

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 meets your needs.

You can use MATP services to go to medical appointments or to get to any service 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.

MATP is not for:

- emergency ambulance transportation
- non-medical trips such as for grocery shopping or for social activities
- medical care that is not covered by Medical Assistance.

## **B. HOW TO CONTACT THE MATP ADMINISTRATIVE OFFICE**

**Our MA office is located at: 415 Zarfoss Drive, York, PA and our telephone number is (800) 524-2766.**

Our customer service hours are Monday through Friday, from 8:30AM to 4:30PM. If you call us after hours, you will be able to leave a message on our voice mail and we will return your call on the next business day. Our automated phone system will also tell you what to do if you need urgent care transportation (see page 7 for a definition of urgent care) or where to call for emergency transportation.

## **C. WHAT MEDICAL TRANSPORTATION SERVICES DO WE PROVIDE?**

### **Transportation Options**

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

- Mileage reimbursement
- Public fixed route bus (through ticket reimbursement)
- Shared van ride

**\*\*\*All MATP Transport Vehicles are ADA Accessible.**

### **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 appointment, we will provide you with mileage reimbursement if it is the least costly, most appropriate service available. We will reimburse you at the rate of .25 cents per mile. We 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 a trip, we will send you a form to fill out to tell us how far you traveled, whether you had any parking or toll costs and signed by the medical provider. All mileage sheets must be turned in by the fifth of the following month. Reimbursements that are received later than the fifth of the following month will not be paid. You can turn in your reimbursement request right after a trip or you can wait until the end of the month. We will reimburse you within a month.

PLEASE NOTE: we are required to call your medical provider to verify you have an appointment. If we find a trip that is questionable, that trip may be referred to the Inspector General for further investigation.

Mileage Reimbursement Tips:

- 1) The total round-trip mileage must be recorded on the mileage reimbursement form. Please note that mileage will be verified using Internet mapping software.
- 2) An original receipt must be provided when requesting reimbursement for parking and tolls and the amount recorded on the mileage form.
- 3) Reimbursement for pharmacy trips must have original cash register receipt and prescription receipt with proof of prescribing doctor.

**Holidays that the MATP Office observes:**

<b>New Year's Day</b>	<b>Memorial Day</b>
<b>Independence Day</b>	<b>Labor Day</b>
<b>Thanksgiving Day</b>	<b>Christmas Day</b>

- 1) You will only be reimbursed for trips starting from the date you were determined eligible by the MATP Office.
- 2) We must receive mileage forms by the end of the second month following the month the trip occurred, except for June trips, which must be received by July 31st.
- 3) We will not reimburse you for mileage when you are being directly transported by one of our providers. If you were scheduled for direct transport and turned in mileage reimbursement forms, you will not be paid until it has been confirmed that our carrier did not provide you with transportation.
- 4) We will only reimburse up to the distance of the closest in network methadone clinic from your home.

*When you are out of mileage reimbursement forms, you can:*

- Make copies.
- Call the MATP Office (1-800-524-2766) and forms will be mailed to you.
- Pick up more forms at the CamTran Office.

**Bus Tickets**

If you live on a public fixed bus route, we will provide you reimbursement

tickets after you have attended your medical appointment. You will be provided with a form that you will need to bring to the CamTran office or mail to the MATP office, and you will be reimbursed with additional bus tickets. If you need a bus schedule, call CamTran (814)-535-5526.

You can stop at the office to pick up your ticket prior to the date you need it. You will need to have your medical provider sign the form verifying your appointment.

#### **D. HOW FAR CAN YOU GO WITH MATP?**

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

Transportation to a pharmacy shall only be provided to a choice of two pharmacies closest to the consumer's residence or two pharmacies closest to the consumer's prescribing physician's office if you had an appointment on the day of the trip.

Ride requests for medical appointments to Allegheny, Armstrong, Jefferson, Centre, Huntingdon counties will take place on Monday, Wednesday and Friday. Ride requests for Cambria, Blair, Clearfield, Indiana, Westmoreland, Somerset, Bedford counties will take place on Monday through Friday. Appointments must be scheduled between the hours of 8:00 a.m. and 4:00 p.m. The one-hour rule does not apply to Allegheny, Armstrong, Centre, Huntingdon, Jefferson County appointments.

#### **E. SCHEDULING A RIDE TO AN APPOINTMENT**

All Paratransit/shared ride trips are scheduled by calling CamTran 1-800-252-3889. All Paratransit trips require an advance reservation. All reservations must be made by 2:00 PM the business day before your appointment; however, you may request a reservation as far as two weeks before your appointment. Medical trips may be booked 6 months in advance. You must call with your request by 2:00 PM on Friday for trips on Monday.

To cancel a scheduled ride, you must call customer service at least one

hour before the scheduled pickup time. A late cancellation occurs when a customer cancels a trip less than one hour before the scheduled pick-up window. A “no show” occurs when the vehicle arrives at the pick-up location within the pick-up window, waits the required 5 minutes and the customer does not board the vehicle. However, if the incident involves a medical emergency or special circumstance, the MATP Staff may waive the no show or cancellation.

### **Pick Up and Drop Off Guidelines**

**If we are transporting you using shared ride, you will be told in advance the approximate time and location you will be picked up by the CamTran transportation provider. Please be ready ahead of time. The 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. The 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 one hour after your appointment is finished.** The one-hour rule does not apply to Allegheny, Armstrong, Centre, Huntingdon, Jefferson County appointments.

### **Urgent Care Transportation**

There is a provision within the Medical Assistance Transportation Program (MATP) for transportation for urgent care. The definition of “urgent care” includes any illness that if left untreated could become a crisis or an emergency situation if not treated in a 24-hour period or discharge from a hospital.

If your transportation is subsidized by the MATP program and you need transportation for an urgent care matter, you should call

CamTran immediately. Urgent care requests can be made in two ways:

1. A direct request from a healthcare provider to a CamTran Customer Service Representative (CSR) or
2. Self-referral. In the case of self-referral, CSR staff will make the appropriate contacts necessary for approval.

*MATP urgent care requests can be made by contacting the Camtran Call Center at 1-800-252-3889, Monday through Friday.*

## **F. ESCORT POLICY**

You may bring someone with you as an escort at no transportation 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 cannot travel independently, or you need assistance due to age, illness, physical or mental disability. You may need to obtain a written verification from your medical provider.
- If you do not speak English, you can bring someone with you to interpret.

The MATP Office may send you instructions and an Escort Paper to be filled out by both you and your primary care physician. This Escort Paper is to be turned in before your next medical appointment that you need transported to. You must provide your own escort. MATP cannot provide you with an escort or pay for an escort's time. MATP can only pay for an escort's transportation to accompany you on your medical appointment.

## **G. NO-SHOW POLICY**

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

### **No-shows**

CamTran is authorized to establish an administrative process to address customers who demonstrate a pattern or practice of missing scheduled trips, except where the trips are missed for reasons that are not under their control. This Policy implements the administration of "no shows." CamTran will record each customer "no show" or "late cancellation" as a missed trip. Customers whose missed trips are excessive, as defined by this Policy, may have sanctions placed against them for a reasonable period of time. This policy applies to both advanced reservation and subscription trips. A "no show" that occurs due to a CamTran or CamTran error does not count against the transit customer.



## DEFINITIONS

- A “no show” occurs when the vehicle arrives at the pick-up location within the pick-up window, waits the required 5 minutes and the customer does not board the vehicle.
- A late cancellation occurs when a customer cancels a trip less than one hour before the scheduled pick-up window.

No-Showed trips are considered excessive and will be considered a “pattern or practice” of missed trips when a customer meets the following three criterion:

- Customer has reserved 7 or more trips within any month
- Customer “no shows” or late cancels 3 trips within any month
- The “no showed” trips make up 20 percent or more of the scheduled trips within the month

The customer will be sent written notification that he/she has violated the Paratransit/Shared Ride No Show and Suspension / Termination Policy and is subject to suspension.

### **Code of Conduct**

To make your ride as safe and enjoyable as possible, please follow these tips...

- Please do not eat, drink or smoke on the bus. The use of e-cigarettes is prohibited.
- Please do not litter on or off the bus. Many bus stop areas are on private property and could be removed.
- Be courteous. Seats next to the doors are reserved for senior citizens and riders with disabilities.
- Please give your seat to someone who needs it more than you.

- Guide/service animals are permitted aboard the bus.
- Everyone must be behind the white line before the bus can leave its stop.
- Please do not lean against the bus doors
- Aisles must be kept clear of strollers, carts, packages, etc.
- Please attend to children while on the bus.
- Please do not disturb or harass other passengers. Loud and disruptive riders will be asked to hop off the bus.
- Conversations on cellular devices should not distract the driver or other passengers.
- Please enjoy audio or video devices with headphones.
- Please refrain from cursing and using profanity.
- Please dress appropriately including wearing shirts and shoes.

**If a sanction is required for inappropriate behavior, the following will occur:**

MATP provider will send a notice of suspension to customers in violation of this Policy. The notice will identify each late cancellation and/or no-show that customers made. All suspensions will go into effect ten (10) calendar days from the date of the letter notifying the client of service suspension. The notice will also advise customers of the dates when the suspension begins and ends, as well as the date customers can begin to use paratransit service again.

**NOTE: MATP may deviate from any of the above order of outlined inappropriate behavior steps given the severity of the offense. Inappropriate behavior that threatens the safety of fellow passengers and drivers may result in immediate termination from the MATP.**

## **H. THE 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 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 1 week.

All customer complaints, commendations, and service requests shall be recorded on the Customer Service Report form and given to the Rural Manager the day on which it is reported by the customer.

Unless specified differently by the customer, all customers shall receive a response to their complaint or commendation via mail, phone, email, or in person within one week of the time the Customer Service Report is filed.

CamTran will record and maintain a database on all feedback given. Reports will be generated as required and/or requested by grantors and organizations that provide oversight.

## **I. APPEAL PROCESS**

Anytime CamTran must suspend or terminate a passenger's service, that passenger has the right to appeal CamTran's decision.

Should a passenger wish to appeal CamTran's decision to suspend or terminate service, the following process must be followed by the passenger and CamTran.

1. Upon receiving CamTran's notice form advising that their service will be suspended or terminated, the passenger must complete a Service Suspension/Termination Appeal Form and any MATP or HSDF appeal forms (when applicable) and return the form(s) within 7 business days. The appeal should be sent to the Executive Director of CamTran, CamTran, Attn: Executive Director, 415 Zarfoss Drive, York, PA 17404
2. If a Service Suspension/Termination Appeal Form cannot be completed within the 10 days, the passenger must call the Customer Service Staff at 846-RIDE (7433) and a CamTran staff member will complete this form over the telephone.

3. Upon receipt of the Service Suspension/Termination Appeal Form, CamTran, will respond to the passengers' appeal within 10 business days.

All appeals will be reviewed by the Service Suspension/Termination Review Committee. The passenger will continue to receive service while the suspension is under appeal, except for issues of safety.

If service is suspended for a MATP passenger, the passenger must have service available for an additional two weeks, so that alternate service can be arranged.

4. If an MATP appeal is filed, there are two options.

(1) Appeal to CamTran to try and the issue resolved locally, or,

(2) you may appeal directly to the State. If you wish to do this, you can complete the form and forward it to CamTran or the County Human Services Department. If assistance is need in completing the appeal, the passenger can call CamTran at 800-252-3889. CamTran will forward the appeal to the state Bureau of hearings and Appeals within 72 hours of your request.

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

**You must notify the MATP Administrative Office immediately if your name, address, telephone number, Medical Assistance number, and/or Medical Assistance eligibility status changes.**

IMPORTANT PHONE NUMBERS:

CamTran MATP  
Administrative Office  
415 N. Zarfoss Drive  
York, PA 17404  
1-800-524-2766  
PA RELAY 711

[www.camtranbus.com](http://www.camtranbus.com)

CamTran SHARD RIDE RESERVATIONIST  
To Schedule or Cancel a Trip  
1-800-252-3889  
814-471-6601  
PA RELAY 711

[www.camtranbus.com](http://www.camtranbus.com)