



Medical Assistance Transportation Program (MATP)

The Medical Assistance Transportation Program (MATP) is provided to eligible persons who are in need of assistance getting to/from medical providers enrolled in the Medical Assistance Program for the purpose of receiving treatment, purchasing prescription medication, or medical equipment. Bus tickets will be provided to passengers who live on or near the bus lines, and appointments should be scheduled according to the bus schedules. It also provides paratransit shared ride service, including wheelchair lift vans when needed for no charge to the passenger. MATP also provides a reimbursement program to eligible passengers to cover, the cost of bus transportation or transportation provided by privately owned vehicles.

Freedom Transit operates this program in Washington County. The Department of Human Services requires that Freedom Transit screen applicants for the program and to assign each eligible individual to the least expensive mode of transportation suitable to their needs.

Eligibility

Any Washington County resident who has a current and valid Medical Assistance Card and needs the medical transportation service is eligible. Freedom Transit will provide transportation only to medical providers enrolled in the MATP (those which accept Medical Assistance).

Social security determination is not covered, even if your doctor accepts MATP.

Registration

To apply for MATP please call the Freedom Transit office. Your call will be taken by a Customer Service Representative who will ask for your name, address, telephone number, date of birth, medical assistance recipient, card issue numbers, and social security number. We are able to provide up to 30 days of medical transportation until you submit your application. The Customer Service Representative will mail the application to you, or you may apply in person at our office, provided that you bring your medical insurance cards with you.

Days/Hours of Operation & Scheduling a Ride

Service operates Monday through Saturday, 5:00 AM – 8:00 PM

Customer Service Representatives are available Monday through Friday from 7:30 AM until 5:00 PM.

To reserve a ride for Tuesday through Saturday, you must call before 12:00 PM on the previous business day (holidays are not business days). For trips on Monday, you must call the previous Friday before 1:00 PM. Reservations must be made at least 1 day in advance but can be made up to 14 days in advance of the date needed for transportation.

Paratransit Trips

Freedom Transit will arrange transportation by paratransit for eligible medical assistance passengers who do not have a car and who are physically or behaviorally incapable of using public transportation. This is a door to door service for which there is no charge to the passenger. Children under the age of 12 must be accompanied by an adult.

Reimbursed Trips

If the mode of transportation assigned to you is public transit or use of a privately owned vehicle (your car, a relative's or friends), you will be reimbursed through the Freedom Transit office. The completed reimbursement forms must be submitted to the Freedom Transit Office within 45 days of the trip which you are requesting reimbursement. With prior agreement, some customers may come to the Freedom Transit office to pick up their reimbursement check. A photo identification card and a Medical Assistance Card are required before Freedom Transit will release checks, and Freedom

Transit will only release the check to the person who the check is made out to. This procedure is for your own protection to prevent someone else from picking up the reimbursement.

The MATP reimbursement program includes the following:

- Reimbursement of **\$0.12 per mile** (as calculated with our software) for private vehicles.
- Public transit trips to cover the costs for trips taken by bus.
- Parking and tolls to cover the expenses that you would incur while at the medical facility.

Public Transportation

The Medical Assistance Transportation Program issues bus tickets to all passengers who are within ¼ mile of bus transportation. To obtain bus tickets passengers should call the Freedom Transit office between the hours of 7:30AM and 5:00PM. The Customer Service Representative will take your request and your tickets will be mailed on the same day. Passengers should call at least 3 days in advance to make sure there is time to receive the tickets in the mail. Please notify the Customer Service Representative if an attendant/aide will be traveling during the trip. Passengers may request tickets for appointments up to a month in advance. Passengers who are physically or behaviorally incapable to ride the bus may be scheduled on Shared Ride transportation upon obtaining written verification from their doctor that they are unable to ride the bus or walk ¼ mile to the bus stop. This verification must be submitted to the Freedom Transit office prior to scheduling at trip.

Hearing Request

Any passenger whose request for service has been reduced, denied or terminated will receive written notification and information on their right to request a fair hearing from the Department of Public Welfare. IF you have any questions call or write to the Freedom Transit office, or the Washington County Assistance Office in Washington at (724) 223-4300 or 1-800-835-9720, or in Donora (724) 379-1500 or 1-800-392-6932