

ATA MATP

**Medical Assistance
Transportation Program**

**CAMERON ♦ ELK ♦ McKEAN
COUNTIES**

USER GUIDE And Client Handbook



1-866-282-4968
1-866-ATA-4YOU

RideATA.com

CustomerService@RideATA.com

**MATP Administered by
AREA TRANSPORTATION AUTHORITY
OF NORTH CENTRAL PENNSYLVANIA**

44 Transportation Center - Johnsonburg, Pa 15845-2102

What is the Medical Assistance Transportation Program?

The ATA Medical Assistance Transportation Program (MATP) is a transportation service available to Medical Assistance consumers in Cameron, Elk, and McKean counties offered through the Area Transportation Authority of North Central Pennsylvania.

Are you Eligible? MATP is funded by the Pennsylvania Department of Public Welfare. The MATP Program is operated by the Area Transportation Authority of North Central Pennsylvania, also known as ATA. The Authority is designated to operate the program in Cameron, Elk, and McKean counties. **You establish**

your eligibility by obtaining an Access Card from the Pennsylvania Department of Public Welfare.

**M
A
T
P
RIDE**



How do you use the MATP Program?

The MATP program offers transportation or mileage reimbursement to help you get to medical care or services from an approved Medical Assistance Provider. ATA is 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 paid for by the Medical Assistance Program. Approved services may include diagnostic tests, dental visits, therapies, mental health treatment, drug & alcohol treatment, and trips to the pharmacy to pick up prescriptions or authorized visits to medical equipment suppliers.

You may not use MATP services for:

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

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What Medical Transportation Services Does ATA provide for the MATP program?

Transportation Options

The ATA will review your transportation needs with you. They will also help you select the best transportation option that meets MATP guidelines. Among the transportation options for your medical trip are:

1. *ATA's existing public transportation buses or vans operating on Fixed Routes or*
2. *ATA's Shared-Ride Services or*
3. *Vehicles operated by authorized subcontractors.*

ATA has a number of *lift-equipped vehicles*. If you need such a vehicle please tell the Customer Service Representative when you call to request a medical assistance trip.

Mileage Reimbursement and the Travel Verification Form

If you have a car, or if you know someone who has a car and who is willing to take you to your medical appointment, ATA will provide mileage reimbursement if it is the least cost, most appropriate option available. If approved, ATA will reimburse you at the rate of **\$.25 cents per mile**. ATA will also reimburse you for your parking expenses and tolls if you provide receipts showing how much you paid.



To claim mileage reimbursement for a medical assistance trip, it must be approved in advance by the ATA . Trips that ATA is unable to arrange with its own vehicles may be authorized for mileage reimbursement but **only if authorized in advance**. The ATA Customer Service Representative will determine which type of transportation is authorized:

- 1. The MATP program will not pay for trips that are less than ¼ mile.*
- 2. Mileage reimbursement through MATP will pay for the most direct route service to and from the Medical Assistance Provider location. The Customer Service Representative will calculate the exact mileage to be paid.*
- 3. Mileage reimbursement through MATP will pay for transportation to the closest approved Medical Assistance provider for a particular service. An exception may be granted for specific services to participants in the Access Plus Program as described in a later section of this Handbook.*
- 4. If you wish to bypass a Medical Assistance Provider in order to be treated by a more distant MA Provider you must have written medical verification to substantiate a trip to the more distant MA provider.*

Once you have contacted ATA about your medical assistance trip, the Customer Service Representative will send you a **Medical Travel Verification Form**.

The medical provider is required to certify that you were present for your appointment by completing the *MA provider section* of the **Medical Travel Verification Form**. You use the completed **Medical Travel Verification Form** to verify the purpose of your trip **and** to file your mileage reimbursement request.

Submit this completed form as soon as possible after your Medical Assistance trip or in any case no later than 10 days after it occurs. ATA will reimburse you within 2 weeks of receipt of your completed mileage reimbursement request.

Please send all reimbursement requests to the ATA office at the address below:

ATA MATP Program
Area Transportation Authority
44 Transportation Center
Johnsonburg, Pa 15845-2102

MATP Medical Travel - Verification

Cameron-Elk-McKean
MEDICAL ASSISTANCE
Transportation Program

YOUR INFORMATION - CLIENT

CLIENT NAME _____
Street _____
City/State _____ ZIP _____

If the DRIVER name is different from the client name complete this section.

DRIVER NAME _____
Street _____
City/State _____ ZIP _____

MEDICAL PROVIDER VISITED - Exact Location

PROVIDER NAME _____
Street _____
City/State _____ ZIP _____

DATE OF MEDICAL APPOINTMENT [] - [] - []

MEDICAL PROVIDER - VERIFY

MA PROVIDER # _____

Is this MA Reimbursable? YES NO

DATE OF SERVICE [] - [] - []
Please do not sign prior to appointment.

Provider Signature _____ DATE _____

URGENT CARE is 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 an emergency situation; or that a discharge from a hospital will be delayed until services are approved; or a patient's ability to avoid hospitalization depends upon prompt approval of services.

ISTHIS URGENT CARE SERVICE? YES NO

Provider Signature _____ DATE _____

ATA USE ONLY		Amount Reimbursed..... \$ _____
MILES AUTHORIZED.....	[]	INVOICE #..... []
Requested By.....	[]	APPROVED M&C Director..... []

AREA TRANSPORTATION AUTHORITY
OF NORTH CENTRAL PENNSYLVANIA



Send To: **ATA MATP**
44 Transportation Center
Johnsonburg, PA 15845-2102



Return this form to **ATA-MATP** within ten (10) days - Address above

ATA (MATP) 100.01 (07/2007) • Date Printed 02-16-09

1-866-ATA 4YOU • www.RideATA.com

How Far Can You Go With MATP?

ATA is responsible for providing or for arranging your transportation to the medical care you need through the Medical Assistance Transportation Program (MATP).

If you are enrolled in the **Medical Assistance ACCESS Plus Program**, you can use MATP services to visit your **Personal Care Physician (PCP)** and/or any specialist referred by the Personal Care Physician.

If you are a **Medical Assistance Fee-for-Service** client the ATA will provide or arrange transportation to the medical provider closest to your home who meets your medical needs. ATA will take you to a more distant provider only if you provide medical information that shows the more distant provider is required to meet your needs. A statement from the doctor or referring PCP authorizing the more distant medical provider may be mailed to the ATA MATP Office in Johnsonburg or it may be faxed to ATA at 814-965-1207.

If you have questions regarding the transportation options available to you, please contact an ATA Customer Service Representative at 1-866-ATA-4YOU (1-866-282-4968).

How to Schedule a Ride to a Medical Appointment

If you need a ride to a medical appointment or service, you must call the ATA as soon as possible but no sooner than two (2) weeks before the actual medical appointment. For regular appointments contact ATA no later than two (2) work days in advance to your appointment and medical service trip. Bear in mind that if you call ATA with less than two days notice, the ATA will have a limited number of vehicles available to you and there may not be a seat available at all. ATA has a limited number of drivers and vehicles. **ATA can not guarantee that transportation will be available to you when you call the day before or on the same day that you need medical transportation.**

You can call ATA a maximum of two weeks prior to your medical appointment to arrange your trip. When you call to schedule, be prepared with the following information:

- 1. The name and address of the person in need of medical transportation*
- 2. The medical provider's name, address and phone number if needed*
- 3. Date and time of the appointment*
- 4. Your phone number or an alternate phone number where you can be reached or a message can be left for you.*
- 5. Approximate length of the appointment*
- 6. If you are in need of a wheelchair accessible vehicle or other special needs to accommodate your trip*
- 7. Complete and accurate directions to your home to assist the ATA driver and dispatcher.*

To fully meet your needs ATA will arrange for the least costly and most appropriate service available. **If your appointment is rescheduled or cancelled, or if things change and you no longer need a ride, you must call us immediately and let us know that your will not be traveling to your appointment as planned.**

How to Cancel Transportation

CANCEL DURING REGULAR BUSINESS HOURS: If you cannot keep your scheduled appointment you must call ATA and cancel the MATP medical trip as soon as possible. Try to call during regular office hours -- 8:00 a.m. - 4:00 p.m. Monday through Friday. Call ATA Customer Service at **1-866-282-4968**.

IF YOU MUST CANCEL AFTER HOURS: If you must call the ATA when the MATP office is closed use the ATA Dispatcher phone number to assure proper notification. If your pick up time that day is before 8:00 a.m. you can reach the ATA Dispatcher between 6:30 a.m. and 8:00 a.m. by calling **1-866-743-3282**. Advise the dispatcher that you are canceling the medical assistance trip today. Give the Dispatcher your name and call back phone number. Failure to do so may result in a “no-show” and sanctions described later in this MATP Guide.

CANCEL RIDE
Business Hours
8 AM - 4 PM - Mon-Fri
1-866-282-4968

AFTER HOURS
4 PM - 8 AM
& weekends
You must cancel at
1-866-743-3282

Pick Up and Drop Off Guidelines

If ATA is transporting you using shared ride or a sub-contractor, you will be told in advance the approximate time you will be picked up by the ATA driver. Bear in mind that this pick up time may be changed to accommodate subsequent requests from other persons needing medical transportation services. ATA coordinates all transportation requests with a sophisticated scheduling system that accommodates the optimum number and kinds of requests for transportation. Ultimately this system works to your advantage by accommodating the unique requirements of each ride.

Please be ready ahead of the pick up time. 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.

On the day of the trip be ready to board at least fifteen minutes before the scheduled pick up time. If you are still waiting 10 minutes after your scheduled pick up time please call 1-866-282-4968. The ATA Customer Service Representative can determine the reason for the delay and give you a revised pick up time.

ATA policy is to drop you off at your provider's office no more than one hour before your scheduled appointment. Once your appointment is finished, the ATA bus will pick you up no later than one hour after you notify the dispatcher or driver that you have completed your medical visit. If ATA does not meet these timelines and you are kept waiting, you should call ATA Customer Service to report the problem and see if alternative arrangements can be made.

Urgent Care Transportation

At some point you may need transportation on short notice for urgent care. Urgent care is 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. ATA can respond to urgent care requests and will make every effort to help you get to the medical care you need.

If you need transportation for an urgent care matter, you should call ATA immediately. Verification of urgency may be required. If so, this verification must be given in writing and faxed to our office at 814-965-1207. ATA will also accept an email verifying the urgency from your medical provider only. This can be emailed to: ata@atatrans.com.

During normal business hours a Customer Service Representative will assist you. After hours, weekends, and holidays a voice mail is provided. Please leave your name, phone number, date and time of appointment, and destination for all urgent care. **After business hours call 1-866-282-4968.**

Emergency Transportation

ATA is not an ambulance service. If believe that your medical condition is an emergency proceed to an emergency medical facility. This type of transportation need usually requires an ambulance service staffed with an Emergency Medical Technician or a Paramedic. **Dial 9-1-1 immediately in emergency medical situations for the appropriate transportation and medical care.** Obviously ATA can not make a determination that your condition or your situation is an emergency. Only medical professionals are qualified to do this.

You may have an escort accompany you

ATA and its subcontractors provide only what is termed as “curb to curb” service or in certain instances “door to door” services. The ATA driver will pick up and deliver you either to the curb near your destination or to the door at your destination. This applies to the trip both going to the appointment and returning home from the appointment. Drivers are prohibited from providing assistance to you *beyond the curb* or *beyond the door*. For this reason, your medical condition may warrant having an escort along on the trip to assist you *beyond the curb* or *beyond the door* of your destination. ATA will work with you in making these arrangements if it is necessary.

You may bring someone with you as an escort at no additional cost to you in the following situations:

- 1. If you are under 18, you can be escorted by a parent or other relative or legal guardian*
- 2. If you can not travel independently, or you need any assistance due to age, illness, physical or mental disability. The escort must be able to provide the assistance in route and during the medical appointment required by the client. The drivers are not permitted to provide assistance.*
- 3. If you do not speak English, you can bring someone with you to interpret.*

NO SHOW - Policies and Procedures

No Show Policy

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

A no-show is defined as *any scheduled trip that is not taken or not cancelled within a required time frame as defined below:*

You are considered a “no-show” in the following situations:

- 1. You do not call ATA at least 2 hours prior to their pick-up time to cancel your ride;*
- 2. You are not present at the designated pick-up site when the driver arrives.*

If you accumulate three (3) “no-shows” within a thirty (30) day period you will be suspended from MATP services for thirty (30) days. You will receive notice from the ATA office after each of the three documented “no-shows.” The notice for the first, second and third “no-shows” will be sent to you in a letter with a return receipt requiring your signature for proof of receipt. If you fail to pick up the ATA written notice at the post office, the notice will still count as a formal warning of termination of service.

If you have three (3) documented “no-shows” within a thirty (30) day period, you may receive an official Department of Public Welfare (DPW) **Written Notice Form** notifying you of a suspension of MA transportation services. The **Written Notice** will set out the reason for the suspension, the effective date of the suspension and instructions on how to appeal the suspension. The **DPW Written Notice** will be mailed to you at least ten (10) days prior to the date that the suspension takes effect. Please note that if you are suspended from MATP services you may seek alternative transportation services directly from your County Assistance Office.

Email K. Surra

Email J. Lachy

Area Transportation Authority of North Central Pennsylvania
MEDICAL ASSISTANCE TRANSPORTATION PROGRAM
WRITTEN NOTICE FORM

DATE THIS NOTICE WAS
 MAILED OR HAND DELIVERED

NAME: _____

ADDRESS: _____

SECTION I - NOTICE

THIS IS TO NOTIFY YOU YOUR REQUEST

HAS BEEN: Denied

For MATP Services

Terminated Effective: _____

For Transportation Services on: _____

Reduced or
 Service Type Change Effective: _____

For Mileage Reimbursement on: _____

For the following reason: _____

The regulatory or other basis for this decision is:

SECTION II - APPEAL RIGHTS AND RESPONSIBILITIES

You have the right to appeal this decision and request a Fair Hearing through the Department's Bureau of Hearings and Appeals if you disagree with the decision. The purpose of a Fair Hearing is to determine if the decision was based on a proper application of the law to your particular circumstances. Therefore, you do not have the right to appeal a decision that is based on changes in federal or state law or regulations which now exclude you from eligibility for service or reduce the amount of service you may receive. (See Section IV)

To appeal this decision and request a Fair Hearing **you must complete Page 2 Section V** of this form. Then, you must mail or hand-deliver this form plus one copy to the **Area Transportation Authority of North Central Pennsylvania (ATA) located at 44 Transportation Center, Johnsonburg, PA 15845-2102.**

The forms must be postmarked or hand-delivered by _____, which is thirty (30) calendar days following the date this notice is mailed or hand-delivered to you.

If you are currently receiving service and your form is postmarked or hand-delivered on or before _____, your service will be continued pending the outcome of your appeal. If your form is postmarked or hand-delivered after this date, service will be discontinued.

You may contact **Kelli Surra, MATP Program Manager at the Area Transportation Authority** if you need assistance filling in your request for a **Fair Hearing**, or if you do not understand this decision or would like to meet with a representative of our agency. **Call Kelli Surra at 1-866-282-4968 Extension 1203.**

SECTION III - AGENCY INFORMATION

AGENCY NAME and ADDRESS:

**Area Transportation Authority
 of North Central Pennsylvania (ATA)
 44 Transportation Center, Johnsonburg, PA 15845-2102**

ATA
 www.RideATA.com

1-866-282-4968 (ATA - CUSTOMER SERVICE)

ATA Representative Signature -

Date

Telephone Number

SAMPLE
ATA MATP Written Notice Form

A word to our MATP passengers. . .

Regarding the following section of the MATP User Guide on Inappropriate Behavior:

The section that follows deals with inappropriate behavior on ATA vehicles or on ATA property and the ATA response when it occurs.

Most of our passengers, clients, neighbors and friends happily ride the ATA bus every day without incident.

Nevertheless ATA needs to have written policies to deal with a very small percentage of incidents that occur or that may occur someday.

As we all know, in this day and age we are highly conscious of transportation security as a safety priority. Transportation providers are faced with occasional threats, unruly passengers, distasteful conduct and actions that may be harmful to others. ATA has a zero tolerance for such conduct.

We believe that ATA has the full support of its passengers, employees and law enforcement to assure secure and safe passage on the ATA system.

Inappropriate Behavior

A Safety concern

To assure the safety of passengers and drivers ATA has specific rules of conduct. Inappropriate behavior can not and will not be tolerated. Inappropriate behavior includes but is not limited to:

Offensive language, including offensive gestures

Loud or disruptive talk or actions,

Throwing objects from the vehicle

On-board use of alcohol or illegal drugs.

A reasonable suspicion that a passenger is under the influence of drugs or alcohol;

Violations of moving vehicle safety requirements;

Property damage or threat of damage to the vehicle

Threatening or injuring drivers or other passengers

Leaving the vehicle before designated drop off point

Inappropriate dress (e.g., partial/full nudity, no shoes, etc.)

Any illegal activity not defined above

Sanctions

If the ATA is forced to apply sanctions for inappropriate behavior, the following procedure will be followed in most instances:

1. FIRST OFFENSE - After the first offense, you will receive a written warning stating that the transportation services are in danger of being suspended.

2. SECOND OFFENSE - Upon second offense, you will receive a written notice that services will be suspended for a period of fifteen calendar days, beginning ten calendar days after the date on the written notice. If you can not ride independently, you will be required to have a responsible

escort during the ten-calendar days preceding the suspension period as well as during the suspension period. If you should violate this policy during the fifteen-day suspension while riding with an escort, you will receive a third written notice.

3. THIRD OFFENSE - Upon notice of a third offense, you will receive a written notice that your services will be suspended for a period of thirty calendar days, beginning ten calendar days after the date on the written notice. You will not be allowed to utilize transportation even if you provide an escort during the thirty-day suspension period.

If after the thirty calendar days pass, you want to use ATA services, you must have an escort ride along with you, on every ATA trip, for a period of one year. ATA will not provide the required escort. Should inappropriate behavior occur when an escort is present after the thirty-calendar day suspension, you may be denied ATA services.

Threatening Drivers, Passengers or the Public

Any behavior that physically threatens or harms others is a serious matter requiring immediate action by ATA. This action may require police escort.

The ATA reserves the right to act immediately and decisively to secure the safety of its passengers and employees. As such, physical threats and harassment on the ATA system is strictly forbidden. In certain situations this may result in the immediate removal of the offender from MATP transportation services administered by ATA and/or permanent termination of services.

ATA reserves the right to deviate from the above-described steps given the severity of the offense to assure the safety of all. ATA will determine the sanction and the length of the sanction appropriate to the offense. Any sanctions will remain in effect until the public safety is assured.

If ATA takes the above actions you may address this action via due process in a proscribed appeal process.

If you have any questions regarding the inappropriate behavior policy, please contact the Customer Service Department of ATA at 1-866-282-4968.

Complaint Process

A complaint is an issue, dispute, or objection regarding the ATA, its subcontractors, or ATA coverage, operations or management policies governing the MATP program, other than denial of services.

It may be a concern that you express about the coverage, operations or policies of ATA's Medical Assistance Transportation Program. If you have a complaint about ATA services, about how you were treated by staff or a driver, or about ATA's policies and procedures, please contact the ATA Customer Service Department. Your complaint is recorded in detail. A system is in place to investigate your concerns. ATA makes every effort to respond to your complaint within five working (5) days.

All complaints regarding the MATP Program are welcome. Indeed any comments you offer will be recorded and considered. Your comments are an opportunity for ATA to review the program for possible improvements.

To make a formal complaint or to merely make a suggestion or comment about the MATP program, please call ATA Customer Service department or send your written correspondence and documentation to the address below:

Customer Service
Area Transportation Authority
44 Transportation Center
Johnsonburg, PA 15845-2102

In order to assure a thorough and fair review of your complaint, please provide relevant supporting information in writing. ATA will carefully review your information. We are committed to respond to your submission within fifteen business days.

As a guide for your written complaint we suggest that you:

Provide appropriate written documentation.

Offer your personal view of the circumstances surrounding your complaint.

Provide a review of the circumstances surrounding the complaint by an objective third party if possible.

Indicate if you are the person involved in the complaint or if you are advocating on behalf of someone else.

ATA will provide you with feedback either verbally or documented in writing or both. In any case ATA will offer a written response to the individual submitting the complaint. Copies of all complaints, all responses, any corection action plans are kept on file. These records are made available on request to the Department of Public Welfare, Office of Medical Assistance Programs (OMAP).

If you are not satisfied with the suggestions resolution or the decision of ATA's MATP program, you may submit a written request for review by the Chief Executive Officer of ATA. Such request must include a statement of your complaint and all supporting information you believe to be relevant and reasons why you feel that your issue has not been resolved. Such a review must be sent to:

**Chief Executive Officer
Area Transportation Authority
MATP Program
44 Transportation Center
Johnsonburg, PA 15845**

A review by the CEO and a response will be made within fifteen business days of receipt your correspondence. The ATA is committed to finding an answer or a resolution to all complaints or inquiries in an expeditious manner.

If you are not satisfied with the review decision of ATA, you may submit a written request for review by the County Commissioners for your county. The Commissioner's review is open to you only after you have exhausted your appeal with ATA following the procedure outlined above. The request for review by your County Commissioners must include a statement of your complaint and all supporting information you believe to be relevant. It should also state the reasons why you believe that your complaint has not been resolved with ATA directly.

Your complete correspondence with the County Commissioners must also be copied to the Chief Executive Officer of ATA at the above address. As mentioned above you can appeal to your county's Commissioners. If you are not certain which county you reside in, call the ATA's Customer Service Center for assistance in determining your county of legal residence at **1-866-ATA4YOU (1-866-282-4968)**.

Cameron County

Cameron County Commissioners
Cameron County Courthouse
Emporium, PA 15834

Elk County

Elk County Commissioners
Elk County Courthouse Annex
Ridgway, PA 15853

McKean County

McKean County Commissioners
McKean County Courthouse
Smethport, PA 15849

If the issue is not resolved to your satisfaction at the County level, you may contact the Office of Medical Assistance Programs Department of Public Welfare. The Office of Medical Assistance Programs may be used as a resource to seek resolution. Once again you must copy your correspondence to the Chief Executive Officer of ATA at the above address. The address for the DPW Office of Medical Assistance Programs is:

**Medical Assistance Transportation Program
Office of Medical Assistance Programs
Pennsylvania Department of Public Welfare
Room 342 Forum Building
P.O. Box 2675
Harrisburg, PA 17105-2675
Phone: 717-783-4509**

Appeals Process

ATA is required to give you a written notice if your request for MATP transportation is denied. ATA is also required to send you written notice in advance if it plans to reduce or change your services or suspend you from the program for any length of time. The notice will advise you of the reasons for such action, when the action will go into effect, and your rights to appeal from the action.

If you have received a denial of services notice from ATA, you have a right to appeal the decision and request a Fair Hearing through the Department of Public Welfare's Bureau of Hearings and Appeals. If you decide to appeal the decision, please read and follow the directions that are set forth in Section II of the Written Notice Form and on the reverse side of the form. The procedures are specifically stated in your Written Notice Form.

Denial of Services

A denial includes all of the following situations:

1. *A denial of an application for MATP services for any reason other than MA eligibility*
2. *A failure to take an application upon request;*
3. *A denial of an individual request for transportation or mileage reimbursement for reasons including, but not limited to:*
 - a. *Your transportation request was to a non-compensable medical service (i.e., the Medical Assistance Program is not paying for the medical service)*
 - b. *You failed to provide documentation needed to process the request in a timely manner*
 - c. *You failed to provide requested verification of a medical appointment and the agency was also unable to obtain verification*

d. ATA was unable to provide the service, including responding to an urgent request (as defined elsewhere in this handbook), at the time and/or to the location requested.

Termination or Reduction of MATP Services

A termination/reduction of MATP services by the ATA or by the Department of Public Welfare includes, but is not limited to:

1. *Termination from the MATP Program*
2. *Termination or suspension from the program for any period due to misuse of services, a pattern of failure to comply with program rules, etc.*

You may appeal this termination in writing or orally. You may appeal this termination in person or by telephone. If you appeal orally, the ATA will reduce the appeal into a written document describing your appeal and you will be asked to sign it when you are satisfied that it represents accurately the substance of your appeal.

The ATA will retain a copy of your appeal and forward the original to the Department of Public Welfare's Bureau of Hearing and Appeals to schedule a Fair Hearing. If the matter is resolved or settled at any time prior to a scheduled Fair Hearing, the ATA will document the resolution reached. Copies of all appeals and their resolutions will be kept by the ATA and may be provided or made available to DPW's Office of Medical Assistance Programs upon request.

ATA will also issue a Written Notice Form to you for the following reasons:

1. *The transportation requested is not to a medical facility as defined for MATP,*
2. *You have not provided requested documentation for purposes of obtaining mileage reimbursement,*
3. *ATA MATP is unable to provide the service,*

- 4. Where you assert that the mode assigned by ATA MATP is not appropriate for your needs or you have requested a transportation mode that has not been approved.*

Free Legal Assistance

You can obtain free legal assistance if you need help with an appeal. If you need help with an appeal you can call Northwestern Legal Service office at 1-800-665-6957 or write to them at 1001 State St., Erie, PA 16501-1803. You can also call the Pennsylvania Health Law Project at 1-800-274-3258.

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.



ATA is an Equal Employment Opportunity Employer

It is the policy of the Area Transportation Authority of North Central Pennsylvania that equal employment opportunity will be afforded to all individuals regardless of race, color, creed, national origin, sex, age, religion, disability, marital status, or veteran's status. ATA complies with the rules and regulations promulgated by the Equal Employment Opportunity Commission and other federal and state agencies



ATA

The Area Transportation Authority of North Central Pennsylvania (ATA) is the first regional, rural transportation authority in the Commonwealth, and among the first of its kind in the United States. It was chartered as a public authority in 1976 by the counties of McKean, Potter, Elk, Cameron, Jefferson and Clearfield. Over its 30 year history ATA has planned and implemented needed transportation services that are open to all the residents of north central Pennsylvania. ATA's history and its continuing mission is to innovate. ATA leads the nation in transportation technology and information systems. New approaches in route design, service offerings and vehicles designed for rural service, have made public transit affordable and accessible. Yet another on-going mission of ATA is to bring together any and all transportation projects in a single, planned and coordinated effort. The Authority has contracts and working-relationships with a multitude of government and non-profit service agencies to provide transit for clients in an efficient and safe service delivery. Finally the ATA fosters its place as "citizen" in the communities its serves, working in support of community projects and providing transportation resources when and where they will extend the mobility and the economic well-being of north central Pennsylvania.

How to Contact ATA MATP

1-866-ATA-4YOU

1-866-282-4968

Fax: (814) 965-1207

[Customer Service@RideATA.com](mailto:CustomerService@RideATA.com)

While you can leave messages for MATP staff on the answering service “after regular office hours” remember that you can not use this system to cancel a scheduled trip. See the section called “How to Cancel Transportation” for details.

The ATA headquarters office is located at:

44 Transportation Center,
Johnsonburg, PA 15845.



The office is located along Route 219 in Ridgway Township just south of Johnsonburg.

**Office hours for the MATP program are
Monday through Friday from 8:00 a.m. to 4:00 p.m.**

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