

RFA 28-18

Medical Assistance Transportation Program Broker Services

Q&A

	RFA Section	Question	Answer
25		Will DHS maintain the current minimum insurance requirements of \$2mm GL, \$1mm auto, and \$1mm EPLI as currently in place in most MATP service areas across the Commonwealth?	<p>As part of RFA Addendum 3, the Department is adding Appendix V, DHS Addendum to Standard Terms and Conditions. Section J of the Addendum contain insurance requirements for selected applicants. In addition to the insurance requirements of Appendix V, selected applicants must maintain a minimum of one million dollars (\$1,000,000.00) Combined Single Limit vehicle insurance and shall name the Commonwealth of Pennsylvania as an additional insured. In no event may these insurance requirements fall below industry standards.</p> <p>Further, RFA Part III, Section III-8.L. requires that all vehicles be compliant with state licensing and insurance requirements. Pennsylvania law establishes minimum insurance requirements for all motor vehicle owners. A summary of these requirements can be found here:</p> <p>http://www.dot.state.pa.us/Public/DVSPubsForms/BMV/BMV%20Fact%20Sheets/fs-inla.pdf</p> <p>Furthermore, the Public Utility Commission regulates intrastate commerce, including passenger transportation and has additional insurance requirements for passenger carriers that can be found summarized here:</p> <p>http://www.puc.beta.state.pa.us/general/onlineforms/pdf/Passenger_Fact_Sheet.pdf</p>
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26		Will DHS require providers adopt current transportation technology including GPS vehicle tracking systems and/or tablet communications systems?	The Department is not requiring the use of specific transportation technologies. Applicants should describe the technology they will use to provide services. Part III, Section III-8. 1.4 states that PennDOT's shared ride program (inclusive of senior shared ride) uses proprietary software to schedule trips (Ecolane). Brokers must provide trip requests to shared-ride providers in a format that can be easily imported into Ecolane.
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39		What will happen to the MATP riders who are age 65 and older and qualify for senior share ride? Will they be required to utilize senior share ride first and how will the most cost-effective transportation source be determined between MATP and shared rider?	Once it has been determined that it is the least costly, most appropriate mode of transportation, MATP riders who are age 65 and qualify for the Senior Shared Ride Program are required to use that service. See Part IV at page 69 of the RFA for information on Senior Shared Ride payments. Determining the least costly mode of transportation is the responsibility of the selected applicants.

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111	Section III-8-R-7. Door-to-Door Service (RFA page 53)	<p>Indicates–The selected Applicants must assess and determine if a consumer is eligible for door-to-door service. The certification must document that the consumer has a physical, sensory, mental, developmental or cognitive disability that requires door-to-door assistance to be provided for the safe transport of the consumer.</p> <p>Does PA DHS have current protocols for assessing whether a consumer needs assistance? Are consumers also required to have PennDOT SSRP assessments for Paratransit Door to Door Service? If so, would PennDOT SSRP assessments suffice as certification?</p>	<p>The selected Applicants shall require verification of the need from a medical provider, which may be obtained by the consumer or the applicant. Verification of need from a provider need not be in writing, and the selected Applicant can accept a provider’s verbal authorization and document the verbal authorization in the consumer’s file. The provider’s certification/verification must be sufficient for establishing medical need for door-to-door service.</p> <p>Mobility assessments are to be performed on a case by case basis. DHS does not currently have a protocol.</p> <p><i>The SSRP assessment only deals with verifying someone’s age and makes no determination on their physical ability or other means.</i></p> <p>N/A</p>
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157	Section III-8, Work Plan, I., Systems Requirements, #4	<p>The RFA states “The software must also have the ability to do the following 4. Pennsylvania Department of Transportation (“PennDOT”) share ride program (inclusive of senior shared ride) uses proprietary software to schedule trips (Ecolane). The selected Applicants must work with PennDOT to gain access to Ecolane Software”. Are Applicants required to use this software? If not, please explain the purpose of including this as a system</p>	<p>No, the selected Applicants are not required, nor expected to have access to the independent shared ride providers’ Ecolane software, but the selected Applicants must provide trip requests to shared-ride providers in a format that can be easily imported into Ecolane.</p>

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179	Section III-8 Work Plan, subsection I-4	The Department references that selected Applicants must work with PennDOT to gain access to Ecolane, the Shared Ride software package: Has PennDOT already agreed to provide access to potential Applicants for the purposes of this RFA and has the Department already addressed and negotiated the level(s) of access and addressed potential HIPPA, Confidentiality, etc. violations that may be inherent in such access? Please elaborate.	Selected Applicants will not directly access Ecolane but must provide trip requests to shared-ride providers in a format that can be easily imported into Ecolane. PennDOT may assist brokers/transit providers in overcoming technical hurdles with electronically transferring trip requests to Ecolane. In providing information selected brokers will be required to comply with all confidentiality requirements of the RFA.
	RFA Section	Question	Answer
181	Section III-8 work Plan, subsection I-4	The Department references that selected Applicants must work with PennDOT to gain access to Ecolane, the Shared Ride software package: in the case of an Applicant using a subcontractor that is a current/active transportation provider County Coordinator/Provider using Ecolane for providing existing consumers, whether covered under this RFA or not; please provide guidance on the Department's opinion(s) and expected resolution(s) on conflicting trip scheduling and the potential negative impact on the following classes of ridership: <ul style="list-style-type: none"> a. MATP trips covered under this RFA/Project? b. Share Ride Trips not covered under this RFA/Project? c. Other classes of Trips scheduled through the Ecolane software by any subcontractors? 	Applicants will not directly access the Ecolane system of a shared-ride provider so other services should not be impacted by conflicting trip scheduling. A shared-ride provider will receive trip requests through an electronic import from the applicant but the shared-ride provider will retain the ability to schedule the brokered trips as they see fit with the rest of their service.