

Appendix R

Definitions

MATP DEFINITIONS

Abuse – A fraud term defined as any practices that are inconsistent with sound fiscal, business, or medical practice and which result in unnecessary cost to the MA Program, or in reimbursement for services that are not medically necessary or that fail to meet professionally recognized standards or contractual obligations (including the terms of the Grant Agreement, Standards and Guidelines, contracts, and requirements of state or federal regulations).

Appeal – The consumer's right to challenge any action or inaction relevant to the Medical Assistance Transportation Program ("MATP") which affects his/her transportation benefits.

Appropriate mode of transportation – The mode of transportation that best meets the physical and medical circumstances of a Consumer requiring transportation to a medical service.

Behavioral Health Managed Care Organization – An entity, operated by county government or licensed by the Commonwealth as a risk-bearing Health Maintenance Organization or Preferred Provider Organization, which manages the purchase and provision of Behavioral Health Services under an agreement with the Department.

Community HealthChoices – Community HealthChoices uses managed care organizations to coordinate physical health care and long-term services and supports for older persons, persons with physical disabilities, and Pennsylvanians who are dually eligible for Medicare and Medicaid (dually eligible for Medical Assistance and Social Security Replacement Plan).

Complaint - Any issue brought to the attention of the Grantee by a consumer, guardian, advocate, or agency for the purpose of assistance or resolution. A complaint does not include a decision by the Department regarding coverage or medical need of a service.

Exceptional Transportation – Exceptional transportation is nonemergency transportation which is necessary under extraordinary medical circumstances. This type of transportation may require great distances for medical treatment not normally provided through regional medical providers. Exceptional transportation includes air travel, lodging, meals, and transportation for visitation purposes. Exceptional transportation is a noncovered service and the Grantee will refer the request to a consumer's local County Assistance Office or Managed Care Organization ("MCO").

Fixed Route Service – Services provided on a repetitive, fixed schedule basis along a specific route with vehicles stopping to pick up and deliver passengers to specific locations: each fixed route trip serves the same origins and destinations, such as rail and bus.

Fraud – An intentional deception or misrepresentation made by an entity or person with the knowledge that the deception could result in an unauthorized benefit to the entity,

Grantee – The Grantee is the entity or agency with whom the Pennsylvania Department of Human Services, Office of Medical Assistance Programs, Bureau of Managed Care Operations contracts to operate the MATP in a specific county or geographic region.

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HealthChoices Program – The name of Pennsylvania’s managed care program to provide mandatory managed health care to Medicaid recipients. The program is administered through MCOs for physical, behavioral, and long-term services and supports services.

MATP Shared Ride Service – Demand-responsive door-to-door or curb-to-curb transportation services where the passengers must make trip requests at least one business day in advance of the trip and must be willing to share the vehicle with other passengers. The service must charge a fare for each trip and be available to the general public. The service must also occur during times and within an area established in advance as being available for general public service. Trips outside service for the general public is charged at a rate which covers the fully allocated cost of those trips.

Mileage Reimbursement – A program that offers reimbursement to consumers who have access to private vehicles (their own or another individual’s), but cannot meet the cost of fuel, parking, and tolls. The consumer is reimbursed for fuel at a rate per mile specified by the Department, parking and/or toll fees that are supported by receipts.

Network Transportation Providers – any contracted transportation providers (e.g., paratransit) that comprise the broker’s network.

Paratransit Services – Services that include types of transportation that are more flexible than conventional fixed-route transit but more structured than the use of private vehicles. This includes demand response service in which vehicles carrying, at any one-time, unrelated passenger(s) with different origins, destinations and/or different funding sources. Paratransit also includes multi-modal and taxi services. This definition does not include public paratransit.

Physical Health Managed Care Organization – A risk bearing entity which has an agreement with the Department to manage the purchase and provision of Physical Health Services under the HealthChoices Program.

Public Transportation – Buses, trains, subways, and other forms of transportation that charge set fares, run on fixed routes, and are available to the public. This definition includes the terms mass transit or public transit.

Shared-Ride Program (SRP) – Enables senior citizens 65 years of age and older to use shared ride services. Senior citizens or an approved third-party sponsor pay 15 percent of the fare, and the Lottery Fund pays the remaining 85 percent of the general public fare for trips provided. MATP reimburses the 15 percent to SRP for MATP eligible senior citizens.

Transportation Network Company (TNC) – A person or entity that obtains a license to operate a transportation network service by a parking authority of a city of the first class established and incorporated in accordance with 53 Pa.C.S. Chapter 55 (relating to parking authorities) and that uses a digital network to facilitate prearranged rides.

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Urgent care transportation services – Transportation services furnished within a 24 hour period for the treatment of an urgent medical condition in order to avoid the likely onset of an emergency medical condition. Hospital discharges are considered urgent care transportation services

Volunteer Program – A program where authorized volunteer drivers, where available, provide transportation services by driving their personal vehicles, that of a county agency, or a non-profit to MA compensable services and are reimbursed for their mileage only and not their services.