


DAUPHIN COUNTY MH/MR PROGRAM POLICY AND PROCEDURE

Agency	<u> X </u> CCB	Policy No. <u> 07-08 </u>	
	<u> X </u> County	Effective Date <u> July 1, 2007 </u>	
	<u> X </u> CAT	Revision Date	
	<u> X </u> Other	Approved	

Title: MATP Complaint Process

Policy: The Dauphin County MH/MR MATP will assure that all MATP consumer complaints are received and that consumers receive a response to their complaints. The Dauphin County MATP has designated the MATP Eligibility Provider to be the single point of contact for all MATP consumer complaints.

Definitions:

MATP I & R: The document published by the Commonwealth of Pennsylvania, Department of Public Welfare, Office of Medical Assistance Programs, Instructions and Requirements for the operation of the Medical Assistance Transportation Program.

MATP Eligibility Provider: The agency that is under contract with the Dauphin County MH/MR Program to determine MATP consumer eligibility and transportation mode to be used for Medical Assistance Transportation services.

MATP Providers: All providers/agencies that are under contract with the Dauphin County MH/MR Program to provide Medical Assistance Transportation services.

MATP Consumer: An MATP consumer is any consumer who is registered and determined to be eligible for any MATP service with the County, or its MATP Providers.

Complaint: A verbal or written expression of dissatisfaction regarding the delivery of medical transportation services.

POLICY AND PROCEDURES

Title: Complaints

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Procedure:

1. All MATP providers shall assure that consumer complaints are directed to the MATP Eligibility Provider for resolution.
2. The MATP Eligibility Provider must submit their Consumer Complaint Policy to Dauphin County MH/MR MATP for approval.
3. Dauphin County MH/MR MATP will submit the Eligibility Provider's policy to the Commonwealth of Pennsylvania, Department of Public Welfare, Office of Medical Assistance Programs as part of the Dauphin County MATP Service Plan.
4. The Dauphin County MH/MR MATP Staff will assure that the MATP Eligibility Provider is utilizing the approved MATP Complaint Process through a review of the Complaint Process Policy and Procedures during monitoring visits.
5. In the event that a MATP Consumer wishes to file a complaint against the MATP Eligibility Provider, the consumer will be directed to the County MATP Program to file their complaint.
6. Dauphin County MH/MR MATP Staff will respond to all complaints filed with our office, including a written response to the person filing the complaint, within 15 business days after receiving the complaint.
7. Dauphin County MH/MR MATP will forward a copy of all complaints, which cannot be resolved after County review, to the Office of Medical Assistance Programs.
8. Dauphin County MH/MR MATP & the MATP Eligibility Provider will maintain copies of all complaints, responses, and corrective actions plans taken by their offices. Upon request, copies of these records will be made available to the Office of Medical Assistance Programs.
9. Dauphin County MH/MR MATP will report the aggregate numbers of complaints received by type and their disposition on a quarterly basis to the Office of Medical Assistance Programs.