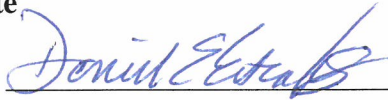


## DAUPHIN COUNTY MH/MR PROGRAM MATP POLICY AND PROCEDURE

Agency	<input checked="" type="checkbox"/> CCB	Policy No.	07-10
	<input checked="" type="checkbox"/> County	Effective Date	July 1, 2007
	<input type="checkbox"/> CAT	Revision Date	
	<input type="checkbox"/> Other	Approved	

**Title:** MATP Consumer Information, Education, and Outreach

**Policy:** The Dauphin County MH/MR MATP shall conduct an MATP Consumer Information & Education and Outreach Plan in compliance with the MATP I & R.

**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 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.

**Basic Informational Brochure:** MATP brochure that is used to provide basic MATP information to the County Assistance Office, Social Service agencies, Medical Providers, and community agencies.

**Consumer Welcome Brochure:** MATP brochure that the MATP Eligibility Provider gives/ sends out to a consumer once they register with MATP.

**Procedure:**

1. The MATP Eligibility Provider must submit their MATP Consumer Information & Education - Outreach & Written Material Plan to Dauphin County MH/MR MATP for approval.

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2. Dauphin County MH/MR MATP will submit this policy and all Dauphin County MH/MR MATP annual planned outreach activities to the Commonwealth of Pennsylvania, Department of Public Welfare, Office of Medical Assistance Programs as part of the MATP Service Plan.
3. Dauphin County MH/MR MATP will provide a list of MA Providers identified in the HealthChoices BH and PH MCO provider network to the MATP Eligibility Provider to assure that such providers are informed about MATP service availability.
4. Dauphin County MH/MR MATP will assure that the MATP Eligibility Provider is utilizing the approved MATP Consumer Information & Education – Outreach & Written Material Plan through a review of the utilized Outreach & Written Material process during monitoring visits.
5. Dauphin County MH/MR MATP will assure that MA providers, the County Assistance Office, and Human Services/Community Agencies are sent information describing MATP services in Dauphin County. This information will be mailed to these entities every year or whenever policies or procedures changes warrant a redistribution of the information.
6. Dauphin County MH/MR MATP will assure that the MATP Eligibility Provider provides consumers, the County Assistance Office, Medical Service Providers and others upon request, information regarding the availability of non-emergency medical transportation services, eligibility for these services, the service authorization process, and how to access and use these services properly.
7. The MATP Eligibility Provider will distribute all mandatory written materials such as the Basic Informational Brochure & The Consumer Welcome Brochure developed by the Commonwealth of Pennsylvania, Department of Public Welfare, Office of Medical Assistance Programs in this outreach process.
8. Dauphin County MH/MR MATP will notify MA providers, the County Assistance Office and Human Services/Community Agencies of any approved program waivers.
9. The MATP Eligibility Provider will provide a supply of MATP applications to the Dauphin County Assistance Office, as well as to Drop-In Centers and Senior Centers.
10. The MATP Eligibility Provider will establish a coordination agreement with the CAO for referral exchange and exceptional transportation requests.
11. Dauphin County MH/MR MATP will monitor the MATP Eligibility Provider to assure that the MATP Eligibility Provider advises all consumers using multi - modal transportation of procedures to utilize those services.
12. Dauphin County MH/MR MATP will provide at least 30 days prior notice to all MATP Consumers when there is a material change to the operations procedures of accessing or arranging MATP services in Dauphin County.