

**Managed Care Operations Memorandum**  
***General Operations***  
**MCOPS Memo # 11/2022-011**

**Date:** November 30, 2022

**Subject:** Transportation Requests Referrals

**To:** All Health Choices Physical Health Managed Care Organizations (PH-MCOs) - Statewide and All Community HealthChoices Managed Care Organizations (CHC-MCOs) - Statewide

**From:** Gwendolyn Zander, Director, Office of Medical Assistance Programs, Bureau of Managed Care Operations (BMCO)  
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**Purpose:**

The Office of Medical Assistance Programs, Bureau of Managed Care Operations, and the Office of Long-Term Living, Bureau of Coordinated and Integrated Care are issuing this Operations Memorandum to inform all Managed Care Organizations (MCOs) of the revised referral process when consumers needing non-emergency medical transportation (NEMT) cannot obtain transportation through the Medical Assistance Transportation Program (MATP).

**Background:**

In accordance with Section V.A.15 of the Physical Health HealthChoices (PH-HC) Agreement, PH-MCOs must provide for all medically necessary emergency ambulance transportation and all medically necessary non-emergency ambulance transportation. Section V.G.1 of the Agreement also states that Member Services must assist with arranging transportation for its members through the MATP and be equipped with an internal member dedicated hotline staffed with representatives familiar with accessing medical transportation. Additionally, the MCO's Special Needs Unit is required to assist any member needing help in accessing the MATP pursuant to Section V.P.1 of the Agreement.

In accordance with the Community HealthChoices (CHC) Agreement, Section V.A.13., CHC-MCOs must coordinate access to transportation through the MATP and all other available programs for CHC participants who require assistance in coordinating NEMT. CHC-MCOs must provide all CHC Participants with medically necessary emergency ambulance transportation and medically necessary non-

emergency ambulance transportation. CHC-MCOs must also provide specialized NEMT for CHC Participants, including transportation for those who are stretcher-bound. When requested, CHC-MCOs must arrange NEMT for urgent appointments for their CHC Participants through MATP.

Through the current referral process, MATP Agencies refer consumers who are enrolled in PH-HC or CHC to their respective MCOs when requesting medically necessary non-emergency ambulance or stretcher transportation.

Similarly, MATP Agencies and MCOs may refer consumers to the County Assistance Office (CAO) for exceptional transportation requests. Exceptional transportation is NEMT that is necessary under extraordinary medical circumstances. This type of transportation may require great distances for medical treatment not normally provided through regional medical providers or may include air travel, lodging, meals, and transportation for visitation purposes.

Currently, MATP Agencies and both PH-MCOs and CHC-MCOs use separate forms when making referrals for transportation.

#### **Discussion:**

To streamline the referral process, the attached referral form shall be used by the MATP Agencies, MCOs, and CAOs when an MATP Agency or MCO cannot accommodate a transportation request. **Upon being notified of a referral by an MATP Agency that is unable to provide the requested transportation, the MCO must do the following:**

1. Immediately review the referral form to determine if the MCO should provide the transportation according to the requirements of the HealthChoices Agreements referenced above. If the MCO can accommodate the request, the MCO shall provide the transportation.
2. If the MCO is also unable to accommodate the request, the MCO shall:
  - a. Issue a referral notification to the consumer using the attached template explaining the reasons the MCO cannot accommodate the transportation request in detail and notifying them that the request has been referred to the CAO.
  - b. Complete and sign the referral form acknowledging the MCO's inability to accommodate the transportation request along with a detailed reason why.
  - c. Immediately forward the referral form to the correct CAO resource account for consideration of a Medical Transportation Allowance (MTA). A complete list of CAO resource accounts is attached.
  - d. Advise the consumer to contact their CAO caseworker immediately to alert of their situation and actions taken thus far.

The CAO will not review the request for an MTA for a consumer enrolled in a PH-MCO or CHC-MCO without a completed referral form signed by both the MATP Agency and MCO acknowledging that neither can accommodate the consumer's request for transportation along with a detailed reason why.

**NOTE:** *The CAO will not obtain the necessary mode of transportation. Instead, the CAO will only provide an allowance to the consumer. Any issues with the referral should be directed to the CAO MATP Liaison. A complete list of CAO MATP Liaisons will be provided via email.*

Requests for NEMT typically begin at the MATP Agency. There may be instances, however, where a consumer goes directly to their MCO to request transportation.

**The MCO should do the following upon directly receiving a request for transportation from the consumer:**

1. If the request is for transportation that the MCO is required to cover pursuant to the relevant sections of the HealthChoices Agreements detailed above, the MCO must accommodate that request.
2. If the request is for transportation that the MCO does not cover but that is covered under MATP, the MCO shall:
  - a. Complete the referral form.
  - b. Notify the MATP Agency via telephone. A telephone list of all MATP Agencies is available at <http://matp.pa.gov/CountyContact.aspx>.
  - c. Forward the form to the MATP Agency immediately so that the MATP Agency may provide the requested transportation.
  - d. Advise consumer via the referral notification, that their request is being referred to the MATP Agency
3. If the request is for transportation that neither the MCO nor MATP Agency can provide, the MCO shall:
  - a. Complete the referral form.
  - b. Notify the MATP Agency via telephone. A telephone list of all MATP Agencies is available at <http://matp.pa.gov/CountyContact.aspx>.
  - c. Forward the form to the MATP Agency immediately for completion and submission to the CAO for consideration of an MTA.
  - d. Advise consumer via the referral notification that their request is being referred to the CAO.
  - e. Also advise the consumer to contact their CAO caseworker immediately to alert of their situation and actions taken thus far.

The following are examples of scenarios where a referral to the MCO and/or CAO is necessary and the process by which the referral would be completed.

1. **A CHC participant who also receives paratransit transportation through the MATP requests NEMT to an out of state clinic.** The MATP Agency does not go out of state and thus is unable to provide the transportation.

- The MATP Agency completes the referral form indicating the reason that the MATP Agency cannot provide the transportation.
  - The MATP Agency forwards to the participant's CHC-MCO for a **signature only** acknowledging that the CHC-MCO cannot provide the transportation. The CHC-MCO is **only** responsible for providing non-emergency medical transportation for nursing facility residents, medically necessary emergency and medically necessary non-emergency ambulance or stretcher transportation to all participants, and non-medical transportation to nursing facility clinically eligible participants.
  - The CHC-MCO then forwards the referral (that indicates a denial by both the MATP Agency and MCO) to the CAO for consideration of an MTA.
2. **A PH-HC member who is also an MATP consumer requests to be transported to her medical appointment in a sedan with no other passengers. The consumer has documentation from her physician explaining the medical necessity.** This county MATP Agency does not have sedans in its fleet nor contracts with a taxi company, Uber or Lyft and thus is unable to provide the transportation.
- The MATP Agency completes the referral form indicating the reason that the MATP Agency cannot provide the requested transportation.
  - The MATP Agency forwards to the consumer's PH-MCO for a **signature only** acknowledging that the PH-MCO cannot accommodate the request for transportation. The PH-MCO is responsible for providing medically necessary emergency and medically necessary non-emergency ambulance **only**.
  - The PH-MCO then forwards the referral (that indicates a denial by both the MATP Agency and MCO) to the CAO for consideration of an MTA.

**Next Steps:**

Effective immediately, MCOs shall begin using the attached referral form when making a referral to the CAO or MATP Agency. MCOs shall implement the referral process described above.

**Obsolete:**

The attached form will replace form MCR-100, Managed Care Referral.

## Attachments:

Form # MA-583, Transportation Referral Form

URL <https://pagov.sharepoint.com/sites/DHS-HC-Extranet/Shared%20Documents/MA%200583.pdf>



MA 0583.pdf

List of CAO MATP Resource Accounts

URL <https://pagov.sharepoint.com/sites/DHS-HC-Extranet/Shared%20Documents/CAO%20Email%20Addresses%20including%20districts.pdf>



CAO Email Addresses  
Including Districts.pdf

Transportation Request Referral Notification

URL <https://pagov.sharepoint.com/sites/DHS-HC-Extranet/Shared%20Documents/Transportation%20Request%20Referral%20Notification.docx>



Transportation Request  
Referral Notification