

# TRANSPORTATION

## NON-EMERGENCY MEDICAL TRANSPORTATION

**All Community HealthChoices (CHC) participants** have access to emergency and non-emergency medical transportation. Emergency medical transportation is transportation provided by an ambulance for emergency medical conditions. Non-emergency medical transportation is used when traveling to and/or from a medical facility, physician’s office, dentist’s office, hospital, clinic, pharmacy, or medical equipment vendor. Participants living in the community will continue to use the Medical Assistance Transportation Program (MATP) for these services. Nursing facilities will continue to be responsible for providing non-emergency transportation for their residents.

## NON-MEDICAL TRANSPORTATION

**All CHC participants receiving long-term services and supports (LTSS)** in their homes or in nursing facilities also have access to non-medical transportation. This type of transportation can be used to access community activities, grocery shopping, religious services, and other community-based activities and must be included in the participant’s person-centered service plan. The CHC managed care organizations (CHC-MCOs) will use transportation brokers to help participants, service coordinators, and nursing facilities coordinate this service.

**If a participant needs assistance with accessing any type of transportation, their CHC-MCO will assist them with obtaining the needed transportation.**

POPULATION	TRANSPORTATION TYPE IN CHC					
	EMERGENCY MEDICAL		NON-EMERGENCY MEDICAL		NON-MEDICAL	
	PAYMENT	COORDINATION	PAYMENT	COORDINATION	PAYMENT	COORDINATION
Participants in a Nursing Facility	CHC-MCO	Nursing facility should discuss with MCO	Costs and amounts paid between nursing facilities and CHC-MCOs is part of the contracting process	Nursing facility should discuss with MCO	CHC-MCO	Nursing facility should discuss with MCO
Participants Receiving Home and Community-Based Waivers	CHC-MCO	CHC-MCO/ Participant	MATP – Non-ambulance & Unexceptional	CHC-MCO/ Participant	CHC-MCO	CHC-MCO/ Participant
			CHC-MCO – Ambulance, Stretcher			
			County Assistance Office – Exceptional transportation			
Nursing Facility Ineligible, Dual-Eligible Participants	CHC-MCO	CHC-MCO/ Participant	MATP – Non-ambulance & Unexceptional	CHC-MCO/ Participant	NOT ELIGIBLE	
			CHC-MCO – Ambulance, Stretcher			
			County Assistance Office – Exceptional transportation			

## BILLING NOTES

- MATP and the county assistance office (CAO) have the same responsibilities under CHC as they do under other Medical Assistance programs. The CAO is the payor of last resort. MATP or the CHC-MCO will make a referral to the CAO when appropriate. Transportation services, including those provided by MATP or the participant's CAO, should be outlined in the participant's person centered service plan (PCSP).
- One difference between CHC and other Medical Assistance programs is that CHC-MCOs are responsible for non-emergency medical transportation by stretcher for CHC participants.
- Medical Assistance is the payor of last resort. The CHC-MCO must coordinate access to transportation through all available programs — such as the Shared Ride Program — prior to using MATP.
- Information on how to obtain non-medical transportation, emergency transportation, and non-emergency medical transportation including the names and telephone numbers for county MATP Providers can be found in the participant handbook.
- Medicare provides certain transportation services to dually eligible individuals. CHC and MATP provide coverage and payment after Medicare.

## DEFINITIONS

### • **Exceptional transportation**

Non-emergency transportation necessary under extraordinary medical circumstances. This type of transportation might require great distances for medical treatment not normally provided through regional medical providers. Exceptional transportation includes air travel, lodging, and meals.

- > MATP refers exceptional transportation requests to the CAO to verify if a medical transportation allowance can be provided.

### • **Non-medical transportation**

Transportation that includes conveyance to community activities, grocery shopping, religious services, adult daily living centers, employment and volunteering, and other activities or long-term services and supports as specified in the PCSP. They must be tied to a specific objective identified on the PCSP.

- > Non-medical transportation services also include mileage reimbursement for drivers and others to transport a participant and/or the purchase of tickets or tokens to secure transportation for a participant.
- > Non-medical transportation services may only be authorized on the PCSP after an individualized determination that the method is the most cost-effective manner to provide needed transportation services to the participant. All other non-Medicaid sources of transportation that can provide this service without charge (family, neighbors, friends, community agencies) must have been exhausted.
- > Non-medical transportation does not cover reimbursement to the participant or another individual when driving the participant's vehicle. Non-medical transportation does not pay for vehicle purchases, rentals, modifications, or repairs. Non-medical transportation cannot be provided to participants during the same time period that they are utilizing adult daily living services that provide transportation. An individual cannot provide both personal assistance services and non-medical transportation simultaneously.

### • **Public transportation for seniors and persons with disabilities**

Pennsylvania offers a wide range of shared-ride and public transportation programs to assist seniors and persons with disabilities access affordable and accessible transportation. Information for the shared-ride program, as well as other transportation programs for seniors and persons with disabilities, is located at [www.penndot.gov/TravelInPA/PublicTransitOptions/Pages/Seniors-and-Persons-With-Disabilities.aspx](http://www.penndot.gov/TravelInPA/PublicTransitOptions/Pages/Seniors-and-Persons-With-Disabilities.aspx).

For more information on CHC, please go to [www.HealthChoices.pa.gov](http://www.HealthChoices.pa.gov) or submit questions to [RA-PWCHC@pa.gov](mailto:RA-PWCHC@pa.gov). For more information about MATP, go to [matp.pa.gov](http://matp.pa.gov).

*Find transportation information for seniors and persons with disabilities at*  
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