

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

Agency	<u>  X  </u> CCB	Policy No. <u>  07-02  </u>
	<u>  X  </u> County	Effective Date <u>  February 1, 2007  </u>
	<u>  X  </u> CAT	Revision Date
	<u>  X  </u> Other	Approved <u>  Dewitt E. Aubrey  </u>

**Title:** Dauphin County MATP Provider Monitoring

**Policy:** The Dauphin County MH/MR MATP Program shall assure oversight of sub-contracted transportation providers and assure that providers comply with the terms of these Instructions and Requirements and all applicable State and Federal laws and regulations. The Dauphin County MH/MR MATP Program will monitor all MATP and transportation providers to ensure their compliance with the terms of their subcontracts and assure compliance with all MATP provider related requirements.

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

**MATP Provider Sub-Contractor:** All providers or agencies sub-contracted for MATP services by any agency that has a contract with the County for the MATP.

**MATP Staff** – Dauphin County MH/MR or Human Service staff who provide fiscal and programmatic oversight of the MATP.

**MATP Provider Monitoring Form** – The provider monitoring form developed by MATP staff to evaluate provider compliance with the I & R and the County’s MATP Purchase of Service Agreement.

**Procedure:**

1. The Dauphin County MH/MR MATP Staff will develop and maintain a provider monitoring tool consistent with the requirements of the MATP I & R and the terms of the Dauphin County – MATP Provider Purchase of Service Agreement.
2. The Dauphin County MH/MR MATP Staff will schedule MATP Provider monitoring visits on site at the Provider's business location at least one time per fiscal year and more frequently as may be determined by the County MATP Staff.
3. The Dauphin County MH/MR MATP Staff will make the monitoring form available to the MATP Provider in advance of the visit.
4. The Dauphin County MH/MR MATP Staff will also specify in writing and in advance, any documentation, reports, or data to be made available by the MATP Provider to County staff for the monitoring visit.
5. The Dauphin County MH/MR MATP Staff will provide a written response to the provider following the monitoring visit that summarizes the monitoring visit.
6. In the event that the Dauphin County MH/MR MATP Staff discover any issues, policies or procedures that are not in compliance with the MATP I & R or the County's MATP Purchase of Service Agreement, the Dauphin County MH/MR Administrator will inform the MATP Provider of the specific areas or issues of non-compliance in writing. The MH/MR Administrator will also specify, in writing, a date by which a corrective action plan is due from the MATP Provider.
7. The MATP Provider will complete a written corrective action plan and submit the plan to the MH/MR Administrator on or before the due date specified in the letter from the MH/MR Administrator notifying the provider of the area or issue of non-compliance.
8. The Dauphin County MH/MR MATP Staff will monitor the results of the corrective action plan at the next scheduled monitoring visit.