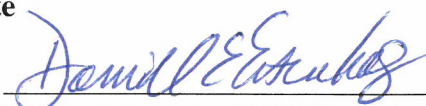


## DAUPHIN COUNTY MH/MR PROGRAM MATP POLICY AND PROCEDURE

Agency	<input checked="" type="checkbox"/> CCB	Policy No.	07-05
	<input checked="" type="checkbox"/> County	Effective Date	July 1, 2007
	<input type="checkbox"/> CAT	Revision Date	
	<input type="checkbox"/> Other	Approved	

**Title:** MATP Urgent Care Transportation

**Policy:** The Dauphin County MH/MR MATP shall ensure that the MATP Eligibility Provider will arrange Urgent Care Transportation services for MATP consumers as described in 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.

**Urgent Care:** Any illness or severe condition, which, under reasonable standards of medical practice, would be diagnosed and treated within a 24-hour period and if left untreated, could rapidly become a crisis or emergency situation; or discharge from a hospital will be delayed until services are approved; or a member's/consumer's ability to avoid hospitalization depends upon prompt approval of services.

**Urgent Care Transportation Requests:** Transportation requests that include any calls for transportation services where the consumer indicated his/her medical provider has told him/her to come to their office or to obtain other medical treatment or services that same day or within a 24-hour period.

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**Medical Provider Verification of Urgency:** Verbal or written verification of “urgency” that is allowable/can be required from the medical provider and obtained either directly by the MATP Eligibility Provider or the MATP consumer.

**Procedure:**

1. The MATP Eligibility Provider must submit their Urgent Care Transportation Policy to Dauphin County MH/MR MATP for approval.
2. The Dauphin County MH/MR MATP will submit the Provider’s policy to the Commonwealth of Pennsylvania, Department of Public Welfare, Office of Medical Assistance Programs, as part of the MATP Service Plan.
3. The Dauphin County MH/MR MATP Staff will assure that the MATP Eligibility Provider is utilizing the approved Urgent Care Transportation Policy through a review of the Urgent Care Procedures during monitoring visits.
4. Consumer Urgent Care Transportation Requests will be carefully reviewed by the MATP Eligibility Provider to determine if the request for Urgent Care Transportation is warranted and obtain a Medical Provider Verification of Urgency if the request is questionable.