

## MATP Service Center

To enroll or schedule a ride, call:  
412-350-4476 or 1-888-547-6287  
Monday through Friday;  
8:00 a.m. to 4:00 p.m.

## Cause for Suspension or Termination

- Failure to provide information regarding your Medical Assistance eligibility
- Termination of your Medical Assistance eligibility
- Failure to sign and return an MATP Eligibility Form and/or Release of Information Form
- Relocation to another county
- Excessive lost calls (missed trips) on ACCESS transportation
- Abusive and/or uncooperative behavior of any form in an ACCESS vehicle, toward vehicle drivers, other consumers or MATP staff
- Misuse of service and fraud.

If we deny, reduce or terminate your service, you will receive written notice of your right to request a fair hearing from the Pennsylvania Department of Public Welfare.

## Service Exclusions

We DO NOT provide emergency or ambulance service or transportation to sheltered workshops, day care programs, mental health social rehabilitation programs, WIC programs, nutrition programs, or VA Medical Centers because they are not covered by MA.

## DHS is

responsible for providing and administering publicly funded human services to Allegheny County residents.

## DHS Principles

All services will be:

- High quality, comprehensive and accessible.
- Individualized and designed to be respectful of the unique cultural characteristics of each individual and/or community.
- Integrated and offered through a team approach that recognizes the capacity of individuals and families to identify their own strengths, needs and goals; create relationships and natural supports; and take steps necessary to accomplish these goals.

## Office of Community Services Bureau of Family and Community Services

Rich Fitzgerald, Allegheny County Executive

Marc Cherna, DHS Director

Patricia L. Valentine, DHS Executive Deputy Director for Integrated Program Services

Reginald Young, DHS Deputy Director, Office of Community Services

Robert Rebholz, Administrator, OCS Bureau of Family and Community Services

Jim Farwell, Administrator, MATP Services



Phone: 412-350-4484

Fax: 412-350-2729

Address: MATP

One Smithfield Street, 1st Floor  
Pittsburgh, PA 15222-2221

The Allegheny County Department of Human Services does not discriminate against anyone on the basis of a protected class including: race; color; religion; national origin; ancestry or place of birth; sex; gender identity or expression; sexual orientation; disability; marital status; familial status; age (40 and older); use of guide or support animal because of blindness, deafness or physical disability.

[www.alleghenycounty.us/dhs](http://www.alleghenycounty.us/dhs)

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Office of Community Services  
Bureau of Family &  
Community Services

RIDE FOR FREE  
WITH MATP

Enroll Now  
**1-888-547-MATP**  
or **412-350-4476**



MATP PROVIDES

non-emergency medical transportation to Allegheny County residents of all ages for the purpose of receiving medical services covered by Medical Assistance (MA).

These services include both physical health services (doctors, dentists, pharmacists, psychologists and behavioral health services (mental health and drug and alcohol counseling and treatment).

MEDICAL ASSISTANCE TRANSPORTATION PROGRAM

## Eligibility Requirements

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- Riders must be residents of Allegheny County
- Riders must have a valid Pennsylvania Medical Assistance (MA) card

## Types of Trips *(Medical Assistance-billable)*

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- Non-emergency medical trips related to physical health (such as doctor and dentist appointments and pharmacy visits for medication), mental health counseling or counseling and treatment for drug and alcohol dependency
- Urgent-care trips (next day or same day) are reviewed on a case-by-case basis

## Registration

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1. Contact MATP Monday through Friday (excluding holidays)
  - ▷ Call toll-free 1-888-547-6287, 8:00 a.m. to 4:00 p.m.
  - ▷ Visit the MATP office, Human Services Building, First Floor, One Smithfield Street, Pittsburgh, 15222; 8:30 a.m. to 3:00 p.m.
2. MA eligibility will be verified
3. Complete, sign and return the application. Application must be returned within 30 days.

## Using MATP

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Once registered, MATP will consult with your doctor(s) to determine which of the following types of transportation is appropriate for your needs.

## Public transportation ahead-of-time ticket

- Call Traveler's Aid Society (TAS) at 412-281-5474 at least one week in advance of your medical appointment
- TAS will send the tickets to your home address through the mail, along with a verification form to be signed by the medical facility you are going to
- Return the signed verification form to TAS to get tickets for future appointments.

## Bus and private car direct, after-the-appointment reimbursement

- Within 15 working days of the date of your trip, send proof of your medical/pharmacy visit on their official letterhead to the MATP office
- If you used a private car, also include receipts (original and unchanged) for parking and tolls

MATP will send a check after your information is verified.

**NOTE:** Your home address and the address of your medical appointment will determine actual trip cost based on published bus fares or a per-mile rate if a private car is used.

## MATP Shared-ride System (SRS-ACCESS)

- SRS vehicles operate seven days a week, 6:00 a.m. to 10:00 p.m., year-round, including holidays
- Only clients and escorts authorized by MATP are permitted on SRS vehicles
- Parents must furnish a car seat for children up to eight years of age. A parent or guardian must accompany children up to 13 years of age. Children 13 to 17 years of age may ride alone on SRS vehicles only if the parent or guardian has signed a consent form.
- Shared ride vehicles are permitted to be 10 minutes early or 20 minutes late for their scheduled pick-up time. Share ride vehicles will only wait five minutes at a pick-up site.



## To schedule an SRS-ACCESS trip

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- Contact MATP at least two workdays before, and up to two weeks before, your appointment (Monday appointments must be made the previous Thursday)
- Provide the time, purpose and address of your medical appointment, the name of your doctor and the office phone number, and any special needs (service animals, walker/wheelchair, etc.)

## To cancel an SRS-ACCESS trip

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- Call MATP at least one hour ahead of a scheduled pick-up to cancel
- For early pick-ups, before 9:00 a.m., call the carrier or ACCESS to cancel
- Your record will be marked with a No-Show if you call to cancel less than one hour ahead or if you do not arrive at the ACCESS vehicle within five minutes of it arriving at your door. (Two consecutive No-Shows will result in your not being picked up for your next appointment.)

## Escorts

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Travel arrangements for an escort or service animal must be made at the same time that the trip is scheduled. Escorts ride for free.

- Riders may be accompanied by an escort, 18 years of age or older, if
  - ▷ they are physically or behaviorally incapable of traveling alone
  - ▷ the effect of the scheduled medical treatment is expected to cause temporary incapacity
  - ▷ they need help to consult with the medical professionals