

MEDICAL ASSISTANCE TRANSPORTATION PROGRAM

No-Show Policy

The Monroe County Transportation Authority (MCTA) will suspend the provision of service to any eligible rider under any subsidized or unsubsidized program who establish a pattern or practice of missing scheduled trips. A “no-show” will be added to your record when the following situations occur:

- Not being at the scheduled pick-up point within 5 minutes after bus arrives.
- Canceling a ride less than two hours before the scheduled pick-up time.
- Not canceling a scheduled pick-up time.
- Choosing not to ride after the vehicle arrives for the pick-up.

Whenever a no-show occurs, the passenger receives a written warning in the form of a letter.

- At the ***first offense***, the Medical Assistance Transportation Coordinator will notify the client in writing, indicating this was their first offense. A copy of this notification will be placed in the clients' file.
- Upon notice of the ***second offense***, the Medical Assistance Transportation Coordinator will notify the client in writing, indicating this was their second offense. A copy of this notification will be placed in the client's file.
- Upon notice of the ***third offense***, the Medical Assistance Transportation Coordinator will notify the client in writing, indicating this was their third offense. The client will also receive a Department of Public Welfare (DPW) written notice form that services will be suspended for a period of up to thirty (30) days beginning ten (10) days after the date of this last warning. This will include the start date of suspension, the length of suspension up to and including thirty (30) days, and inform the client to contact the Monroe County Assistance Office (MCAO) for transportation during their suspension.

All written letters to clients will be by First Class Mail with the exception of suspension notifications which will be by Certified mail.

If an appeal is requested, it will be scheduled for the Transportation Appeals Committee (consisting of an MCTA Board member, the Executive Assistant, and the Medical Assistance Transportation Coordinator) within 30 days of the request, and the suspension of service will be delayed until the appeal is heard. If the no-shows are determined not to be the fault of the individual, service eligibility will be restored. Individuals will be notified by certified letter of the decision regarding the appeal within seven days of the Appeals Committee meeting and this notification will state the new date on which the suspension, if up-held, will begin.

The individual requesting the appeal may bring other persons to represent him/her including a lawyer, independent living or rehabilitation counselor or other professional to testify on his/her behalf.

MEDICAL ASSISTANCE TRANSPORTATION PROGRAM

Sanction and Appeals Policy

Safety is of the utmost concern to the Monroe County Transportation Authority (MCTA). To that end, illegal or disruptive conduct will not be tolerated.

Service will be suspended or refused to customers who engage in violent, seriously disruptive or illegal conduct. The severity of the incident will determine whether an individual is suspended temporarily or permanently.

For example: A person whose behavior threatens or has threatened the safety of paratransit personnel and/or customers may be refused service immediately. Other sanctioned behavior will be communicated via correspondence.

If a sanction is required for inappropriate behavior, the following will occur:

- At the ***first offense***, the Medical Assistance Transportation Coordinator will notify the client in writing, indicating this was their first offense. A copy of this notification will be placed in the clients' file.
- Upon notice of the ***second offense***, the Medical Assistance Transportation Coordinator will notify the client in writing, indicating this was their second offense. A copy of this notification will be placed in the client's file.
- At the ***third offense***, the Medical Assistance Coordinator will notify the client in writing, indicating this was their third offense. The client will also receive a written notice that services will be suspended for a period of up to thirty (30) days beginning ten (10) days after the date of this last warning. This will include the start date of suspension, the length of suspension up to and including thirty (30) days, and inform the client to contact the Monroe County Assistance Office (MCAO) for transportation during their suspension.

All written letters to clients will be by First Class Mail with the exception of suspension notifications which will be by Certified mail.

Note: Should inappropriate behavior continue, the consumer may be denied transportation services through the Monroe County MATP.

Monroe County MATP may deviate from any of the above steps regarding inappropriate behavior given the severity of the offense. Inappropriate behavior that threatens the safety of passenger(s) and driver(s) may result in immediate termination from the MATP.

APPEAL PROCESS:

We are required to give you a Department of Public Welfare (DPW) written notice if we deny your request for MATP transportation or for mileage reimbursement. We are also required to give you a DPW written notice in advance if we plan to reduce or change your services or suspend you from the program for any length of time. The notice will tell you the reasons for our action, when the action will go into effect, and your rights to appeal such action.

Actions leading to suspension and/or termination of service include, but are not limited to the following:

- No-shows
- Use of obscene language
- Uncooperative behavior
- Smoking

MEDICAL ASSISTANCE TRANSPORTATION PROGRAM

Sanction and Appeals Policy

Safety is of the utmost concern to the Monroe County Transportation Authority (MCTA). To that end, illegal or disruptive conduct will not be tolerated.

Service will be suspended or refused to customers who engage in violent, seriously disruptive or illegal conduct. The severity of the incident will determine whether an individual is suspended temporarily or permanently.

For example: A person whose behavior threatens or has threatened the safety of paratransit personnel and/or customers may be refused service immediately. Other sanctioned behavior will be communicated via correspondence.

If a sanction is required for inappropriate behavior, the following will occur:

- At the ***first offense***, the Medical Assistance Transportation Coordinator will notify the client in writing, indicating this was their first offense. A copy of this notification will be placed in the clients' file.
- Upon notice of the ***second offense***, the Medical Assistance Transportation Coordinator will notify the client in writing, indicating this was their second offense. A copy of this notification will be placed in the client's file.
- At the ***third offense***, the Medical Assistance Coordinator will notify the client in writing, indicating this was their third offense. The client will also receive a written notice that services will be suspended for a period of up to thirty (30) days beginning ten (10) days after the date of this last warning. This will include the start date of suspension, the length of suspension up to and including thirty (30) days, and inform the client to contact the Monroe County Assistance Office (MCAO) for transportation during their suspension.

All written letters to clients will be by First Class Mail with the exception of suspension notifications which will be by Certified mail.

Note: Should inappropriate behavior continue, the consumer may be denied transportation services through the Monroe County MATP.

Monroe County MATP may deviate from any of the above steps regarding inappropriate behavior given the severity of the offense. Inappropriate behavior that threatens the safety of passenger(s) and driver(s) may result in immediate termination from the MATP.

APPEAL PROCESS:

We are required to give you a Department of Public Welfare (DPW) written notice if we deny your request for MATP transportation or for mileage reimbursement. We are also required to give you a DPW written notice in advance if we plan to reduce or change your services or suspend you from the program for any length of time. The notice will tell you the reasons for our action, when the action will go into effect, and your rights to appeal such action.

Actions leading to suspension and/or termination of service include, but are not limited to the following:

- No-shows
- Use of obscene language
- Uncooperative behavior
- Smoking

- Eating or drinking on vehicles
- Willful damage to MCTA property
- Willful injury to another passenger, MCTA employee or volunteer
- Willful damage to the property of any MCTA representative
- Any unlawful actions
- Any transfer of transit tickets

MEDICAL ASSISTANCE TRANSPORTATION PROGRAM COMPLAINT PROCEDURES

The Monroe County Transportation Authority (MCTA) is a provider of Medical Assistance Transportation Services. We provide transportation to eligible Medical Assistance clients who reside in Monroe County. This written policy shall describe MCTA's Complaint Process. A complaint is an issue, dispute or objection presented by a consumer as it relates to our Medical Assistance Transportation Program (MATP).

MCTA's MATP Complaint Procedure:

1. Any complaint can be made directly to MCTA either in person, by phone, or in writing during normal business hours (Monday-Friday 8:00am-4:30pm) by contacting the MATP Administrative Offices at (570) 839-6282. Mailing address: MCTA, P.O. Box 339, Scotrun, PA 18355.
2. All complaints are referred to the Customer Service Coordinator. The Customer Service Coordinator completes an intake form, which is dated for follow-up purposes.
3. All complaint forms are routed to the appropriate department manager within 24 hours for review. Complaints will be referred to an unbiased party (one who was not directly involved with matters causing the complaint).
4. All complaints are initially reviewed by the Department Manager who will contact the complainant within 72 business hours. Resolutions are documented by the Department Manager on the initial intake form and retained by MCTA in chronological order. A letter regarding resolution will be sent to the consumer upon request only.
5. In the event the individual is not satisfied with the Department Manager's initial response, the complainant will be referred to the Executive Director. This second level of review will result in written response to the complainant within 7 (seven) business days.
6. Should the complainant not be satisfied with the response of the local MATP's Executive Director, they will be referred to The Office of Medical Assistance Programs in Harrisburg for review.