



pa health
& wellness™

Transportation Questions

February 7, 2018

PHW Transportation Process



- Participants call 844.626.6813 Participant Services, selects #2 – Transportation;
- If the services are non-emergency medical (i.e., physician visit, chemotherapy, radiation therapy, dialysis, etc.), call is warm transferred to MATP to secure transportation services;
- If determined to be non-emergency, non-medical, LTSS services,(i.e., adult day care), MTM books travel;
- If services are expanded benefit transportation, MTM books travel.
- PHW Value Add – 1 round trip quarterly

Status of Non-Emergency Medical Transportation



- Participants call 844.626.6813 Participant Services, selects #2 – Transportation;
- If the services are non-emergency medical (i.e., physician visit, chemotherapy, radiation therapy, dialysis, etc.), call is warm transferred to MATP to secure transportation services;
- To get in front of transportation concerns, PHW has designated a special Transportation SME team. This has resulted in a significant reduction in transportation issues

Status of Non-Medical Transportation (NFI)



- Enable Participants to gain access to LTSS services;
- Transportation services must be tied to specific objectives identified in the PCSP;
- Authorized after a determination is made that it most cost-effective manner and all other non-Medicaid sources have been exhausted.
- Participants call 844.626.6813 Participant Services, selects #2 – Transportation;
- To get in front of transportation concerns, PHW has designated a special Transportation SME team. This has resulted in a significant reduction in transportation issues.

Transportation Mileage Reimbursement



- PHW's contract with MTM includes reimbursement of family and friends of the participants mileage, for participant transportation;
- The participant's Service Coordinator (SC), whether an internal PHW SC or an external Service Coordination Entity, is responsible to facilitate the participant in MA application.
- Additionally, MTM also works with the participant, family and friends to secure MA application

All Transportation Providers Are Welcomed by MTM



- All transit providers are not only welcomed, but actually solicited by MTM to join the southwestern region transportation network; and,
- During multiple meetings, MTM has sought all providers referred to by PHW and invites all transit providers to join their network, to expand the transportation supply in the southwestern region