

ATA MATP

**Medical Assistance
Transportation Program**

**CAMERON ♦ ELK ♦ McKEAN
COUNTIES**

USER GUIDE 2019



RideATA.com

AREA TRANSPORTATION AUTHORITY
OF NORTH CENTRAL PENNSYLVANIA
44 TRANSPORTATION CENTER
JOHNSONBURG, PA 15845-2102

Customer Service

1.866.282.4968

PRINTED 02-08-19



What is the Medical Assistance Transportation Program?

The Medical Assistance Transportation Program (MATP) is a transportation service available to Medical Assistance (MA) consumers throughout Pennsylvania. The Pennsylvania Department of Human Services (DHS) funds the MATP. The MATP Program is operated by the Area Transportation Authority of North Central Pennsylvania, also known as ATA. The Authority is designated to operate the program in Cameron, Elk, and McKean counties.

The MATP offers transportation to medical care or services from a MA provider. The MATP is required to provide the least costly, most appropriate transportation that will meet your needs.

1-866-ATA-4YOU
1-866-282-4968

CustomerService@RideATA.com

ATA MATP Administered by

AREA TRANSPORTATION AUTHORITY OF NORTH CENTRAL PENNSYLVANIA

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How You can use MATP

You can use MATP transportation to get to any health care service that is paid for by Medical Assistance. That includes appointments with your doctor, dentist, psychologist or psychiatrist, drug and alcohol treatment clinics, or any other MA provider. You can also use MATP to go to the pharmacy for prescriptions, to the hospital for tests, or to get to medical equipment suppliers.

You cannot use MATP

- If you need emergency ambulance transportation
- For non-medical trips such as for grocery shopping or for social activities
- To obtain medical care that is not covered by Medical Assistance

Medical Transportation Services ATA provides for the MATP program

Transportation Options

Depending on where you are going, what your needs are, and the costs involved, ATA will provide you with transportation in one of the following ways:

- ATA's existing public transportation buses or vans operating on Fixed Routes or
- ATA's Shared-Ride Services or
- Vehicles operated by authorized subcontractors.

ATA has a number of lift-equipped vehicles. If you need such a vehicle please tell the Customer Service Representative when you call to request a medical assistance trip.

The ATA MATP Customer Service Representative will determine which type of transportation is authorized:

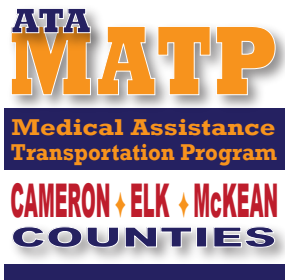
- The MATP program will not pay for trips that are less than a mile.
- Mileage reimbursement through MATP will pay for the most direct route service to and from the Medical Assistance Provider location. The Customer Service Representative will calculate the exact mileage to be paid.
- Mileage reimbursement through MATP will pay for transportation to the closest approved Medical Assistance provider for a particular service.
- Mileage Reimbursement and the Travel Verification Form

If you have a car available, or if you know someone who has a car and who can take you to your medical appointment, you may be eligible for mileage reimbursement. If you are eligible, ATA will reimburse you at a rate per mile as specified by DHS. ATA will also reimburse you for your actual parking expenses and tolls if you provide receipts showing how much you paid.

To claim mileage reimbursement for a medical assistance trip, it must be approved in advance by ATA MATP by calling 1-866-282-4968.

The medical provider is required to certify that you were present for your appointment by completing the MA provider section of the Medical Travel Verification Form. You use the completed Medical Travel Verification Form to verify the purpose of your trip and to file your mileage reimbursement request. Submit this completed form as soon as possible after your Medical Assistance trip or in any case no later than 10 days after it occurs. ATA will reimburse you within two (2) weeks of receipt of your completed mileage reimbursement request.

How Far Can You Go With MATP?



ATA is responsible for providing or for arranging your transportation to the medical care you need through the Medical Assistance Transportation Program (MATP).

ATA will take you to a more distant provider only if you provide medical information that shows the more distant provider is required to meet your needs. A statement from the doctor or referring PCP authorizing the more distant medical provider may be mailed to the ATA MATP Office in Johnsonburg or it may be faxed to ATA at 814-965-1207.

Transportation shall only be provided to a choice of two (2) pharmacies closest to your home or two (2) pharmacies closest to your prescribing physician's office (if the prescription was provided at the office visit and is being filled in route from the prescribing physician's office.)

Pennsylvania law requires that transportation only be provided to the closest in-network methadone treatment program from your home, unless you request and ATA grants an exception. Specific conditions for granting an exception are required by law. These are:

- Medical Emergency
- Physical Health
- Safety Issues
- Availability of a Closer Clinic

If you have questions regarding the transportation options available to you, please contact an ATA Customer Service Representative at 1-866-ATA-4YOU (1-866-282-4968).

How to Schedule a Ride to a Medical Appointment

If you need a ride to a medical appointment or service, you must call the ATA as soon as possible but no sooner than two (2) weeks before the actual medical appointment. For regular appointments contact ATA no later than two (2) workdays in advance to your appointment and medical service trip.

Since ATA provides a shared-ride demand response service, ATA requires all trip reservations to be made by 1:00 PM two (2) working days prior to the day of the appointment. MATP trip reservations can be made up to two weeks in advance. However, trip requests made later than two days prior to the appointment will not be accommodated on the paratransit system unless you have urgent care transportation need. You may be able to use the Call-a-Bus public transportation system if seats are available on existing scheduled services. You will be referred to the ATA Call Center for availability and pricing.

If you need transportation within 40 miles of your home, you have the use of available public transportation Monday through Friday, based upon public transportation schedules. If the dates/times of the public schedule cannot accommodate, paratransit services may be available on Monday, Wednesday and Friday.

ATA has established a one-day a week scheduled-service to DuBois, Pittsburgh, Erie, and Coudersport (if you live in McKean County). Please refer to the scheduled-service days in order to schedule your appointments between the listed hours on the days shown in the table below:

TABLE - Locations, Days, Appointment Hours for MATP

TABLE - ATA MATP - LOCATIONS - DAYS - APPOINTMENT HOURS		
MEDICAL LOCATION	DAYS	Schedule appointments between these hours:
DuBois	1st, 3rd Tuesday Only	11:00 AM - 1:00 PM
DuBois	2nd, 4th, 5th Tuesday Only	9:00 AM - 3:00 PM
Coudersport McKean County Clients Only	Monday	9:00 AM - 1:00 PM
Pittsburgh	Wednesday	9:00 AM - 2:00 PM
Erie	Thursday	9:00 AM - 2:00 PM

If you cannot make your appointments for the dates and times listed or require daily trips for critical care, please call the MATP office at 1.866.282.4968. ATA may be able to help you find another ride, provided we are able to contact your medical provider to confirm.

You can call ATA a maximum of two weeks prior to your medical appointment to arrange your trip. When you call to schedule, be prepared with the following information:

- The name and address of the person in need of medical transportation
- The medical provider's name, address and phone number if needed
- Date and time of the appointment
- Your phone number or an alternate phone number where you can be reached or a message can be left for you.
- Approximate length of the appointment
- If you are in need of a wheelchair accessible vehicle or other special needs to accommodate your trip
- Complete and accurate directions to your home to assist the ATA driver and dispatcher.

To fully meet your needs ATA will arrange for the least costly and most appropriate service available. If your appointment is rescheduled or cancelled, or if things change and you no longer need a ride, you must call us immediately and let us know that you will not be traveling to your appointment as planned.

ATA MATP Cancellation Policy

We appreciate that things sometimes prevent you from taking a trip that has been scheduled for you and we ask that you provide notice to us as soon as possible but no later than two hours prior to the scheduled pick up time. This allows us to make adjustments to the schedule and may provide more resources to respond to call-backs from customers waiting for a pick up at a medical appointment or to reduce costs.

You are able to speak to a Customer Service Representative **during** normal business hours (8:00 am – 4:00 pm Monday – Friday) to cancel your trip. **After regular** business hours, a dispatcher can process same day cancellations from 6:00 am - 8:00 am. Monday – Fridays; and from 8:00 am to 2:00 pm on Saturdays. Please note that all calls received by Customer Service and Dispatch are date and time stamped by the computerized telephone system. Failure to provide adequate notice will result in a no-show designation.

Customer Service observes the following holidays: New Year's Day, Memorial Day, Independence Day, Labor Day, Thanksgiving and Christmas. Holidays that fall on a Saturday, will be observed on the preceding Friday; Sunday holidays will be observed on the following Monday, unless there is another nationally designated day of observation, in such case, the nationally designated holiday will be observed.

How to Cancel Transportation:

IVR Reminder Call – If you are registered for IVR reminder calls, you may cancel your trip in response to the reminder call using your phone. This is a convenient service that benefits both you and ATA and you are encouraged to register for it.

Call Customer Service (1-866-282-4968) during regular business hours (8:00am – 4:00pm Monday-Friday) to cancel all scheduled trips.

Call Customer Service at (1-866-282-4968) and cancel the MATP medical trip as soon as possible but no later than two hours before your scheduled trip.

Call Dispatch (1-866-743-3282) after regular business hours to cancel an early trip scheduled trip for the same day.

If your pickup time that day is before 10:00am, you will not be able to reach Customer Service in order to meet your cancellation notice requirements. You can cancel your trip by speaking with the ATA Dispatcher by calling 1-866-743-3282. Give the dispatcher your name and call back phone number and advise the dispatcher that you are canceling the medical assistance trip(s) **scheduled for that day only**.

If your scheduled pickup time is before 6:00 am, there is no dispatcher available. In this case, you may leave a voice mail on the Dispatch line (1-866-743-3282) for cancellations of a trip scheduled before 6:00 am **for that day only**. Only medically related causes for cancellations by voice mail will be accepted between 6:00 pm (the night before) and 6:00 am of the same day and Customer Service may require documentation to avoid a no-show designation.

Clients Who Repeatedly Fail To Provide Adequate Cancellation Notice:

- Will be required to confirm transportation trips with Customer Service by 1:00 pm the day before the scheduled trip or trips will be cancelled without notice to client
- May be required to schedule trips no more than one ride at a time
- May be required to travel with an escort
- May have their mode of transportation changed from paratransit to Fixed Routes or mileage reimbursement

Inclement Weather Delays and Cancellations

ATA understands that weather in North Central PA is dynamic and subject to significant cold and snow. Cancellations due to inclement weather are extremely rare. ATA takes precautions to ensure safe travel in a timely manner at all times of the year. In the event of inclement weather, ATA Customer Service will advise MATP Clients of delays or cancellations.

Pick Up and Drop Off Guidelines

If ATA is transporting you using shared ride or a sub-contractor, you will be told in advance the approximate time you will be picked up by the ATA driver. Bear in mind that this pick-up time may be changed to accommodate subsequent requests from other persons needing medical transportation services. ATA coordinates all transportation requests with a sophisticated scheduling system that accommodates the optimum number and kinds of requests for transportation. Ultimately this system works to your advantage by accommodating the unique requirements of each ride.

Please be ready ahead of the pick up time. Drivers are required to pick you up no sooner than 15 minutes before your scheduled time and no later than 15 minutes after your scheduled pick-up time.

On the day of the trip be ready to board at least fifteen minutes before the scheduled pick up time. If you are still waiting 10 minutes after your scheduled pick up time please call 1-866-282-4968. The ATA Customer Service Representative can determine the reason for the delay and give you a revised pick up time.

ATA policy is to drop you off at your provider's office no more than one hour before your scheduled appointment. Once your appointment is finished, the ATA bus will pick you up no later than one hour after you notify the dispatcher or driver that you have completed your medical visit. If ATA does not meet these timelines and you are kept waiting, you should call ATA Customer Service to report the problem and see if alternative arrangements can be made.

Urgent Care Transportation

At some point you may need transportation on short notice for urgent care. Urgent care is any situation where your medical provider has told you that you need to come to their office, or to obtain some other medical treatment or service, that same day or within the next 24 hours. ATA can respond to urgent care requests and will make every effort to help you get to the medical care you need.

If you need transportation for an urgent care matter, you should call ATA immediately. Verification of urgency may be required. If so, this verification must be given in writing and faxed to our office at 814-965-1207. ATA will also accept an email verifying the urgency from your medical provider only. This can be emailed to: customerservice@rideata.com.

Three Hour Window

ATA shall coordinate valid requests for urgent care transportation during normal business hours within three (3) hours of the time a client makes a request. ATA, at a minimum, must have secured transportation for the client within three hours of the client's request. The standard does not apply to after-hours service, weekends, or hospital discharges.

During normal business hours a Customer Service Representative will assist you. After hours, weekends, and holidays a voice mail is provided. Please leave your name, phone number, date and time of appointment, and destination for all urgent care. After business hours call 1-866-282-4968.

Emergency Transportation

ATA is not an ambulance service. If you believe that your medical condition is an emergency proceed to an emergency medical facility. This type of transportation need usually requires an ambulance service staffed with an Emergency Medical Technician or a Paramedic. Dial 9-1-1 immediately in emergency medical situations for the appropriate transportation and medical care. Obviously ATA cannot make a determination that your condition or your situation is an emergency. Only medical professionals are qualified to do this.

You may have an escort accompany you

ATA and its subcontractors provide only what is termed as “curb to curb” service or in certain instances “door to door” services. The ATA driver will pick up and deliver you either to the curb near your destination or to the door at your destination. This applies to the trip both going to the appointment and returning home from the appointment. Drivers are prohibited from providing assistance to you beyond the curb or beyond the door. For this reason, your medical condition may warrant having an escort along on the trip to assist you beyond the curb or beyond the door of your destination. ATA will work with you in making these arrangements if it is necessary.

An escort is an individual who accompanies you to your appointment as an aide for physical/mental/developmental capacity or limited English proficiency. Examples of an escort include, but are not limited to, parent, guardian, or an individual who assumes parental like responsibility, or the adult child of a geriatric parent. The escort’s presence is required to ensure that you or someone you are responsible for receives proper medical service/treatment or to assist in the transportation process.

You may bring someone with you as an escort at no additional cost to you in the following situations:

- If you are under 18, you can be escorted by a parent or other relative or legal guardian.
- If you cannot travel independently, or you need any assistance due to age, illness, physical or mental disability. The escort must be able to provide the assistance in route and during the medical appointment required by the client. The drivers are not permitted to provide assistance. Your need must be verified by a physician.
- If you do not speak English, you can bring someone with you to interpret.

NO SHOW - Policies and Procedures

No Show Policy

A **No-Show** is defined as any scheduled trip that is not taken or not cancelled within a required time frame as defined below. You are considered a **No-Show** in the following situations:

- You do not call ATA at least 2 hours prior to your pick up time to cancel your ride.
- You are not present at the designated pick-up site when the driver arrives.

If you accumulate two (2) No-Shows within a ninety-day (90) period you will be required to call the ATA MATP office by 1:00PM the day before your scheduled trips to confirm your transportation for (90) days. You will receive a notice from the ATA office after each of the two documented No-Shows.

Failing to cancel trips that have been arranged for you adds cost to the program and reduces the amount of resources that are available to provide transportation for you and others. In order to preserve the transportation program available to ATA-MATP clients, the Pennsylvania Department of Human Services approved the ATA-MATP No-Show Policy effective November 1, 2016.

First No-Show:

As an MATP client you will be notified of the first No-Show policy violation and issued a warning notice. The warning notice will advise you that if you have a 2nd No Show you will be required to call the ATA-MATP office by 1:00 PM the day before your scheduled trips to confirm that you will be present for your pick-up time. Failure to call the day before scheduled transportation will result in the cancelation of your scheduled trips. You may be required to schedule your trips no more than one ride at a time.

Second No-Show:

After the second No-Show, you will be sent a written notice, which will advise you that you will be required to call the ATA-MATP office by 1:00 PM the day before your scheduled trips to confirm that you will be present for your pick-up time. Failure to call the day before scheduled transportation will result in the cancellation of your scheduled trips. If you do not receive any No Shows in the next (90) days, you would no longer have to call in to confirm your transportation. You may be required to schedule your trips no more than one ride at a time.

*After being sent a **Second No-Show** written notice, ATA reserves the right to suspend or terminate you from the MATP program due to misuse of services if you continue to violate cancellation policies by failing to provide adequate notice.*

55 Pa Code § 2070 also indicates that, in their professional judgment, a provider may decide that the mode of service currently being provided is no longer appropriate or that the consumer's uncooperative behavior or misuse of services warrants termination. It would be logical to assume that if an individual cannot ride a paratransit vehicle and maintain appropriate behavior, that paratransit is no longer an appropriate mode of transportation.

ATA MATP Written Notice Form

Inappropriate Behavior - A Safety concern

To assure the safety of passengers and drivers ATA has specific rules of conduct. Inappropriate behavior cannot and will not be tolerated. You may be suspended from the MATP for inappropriate behavior which includes but is not limited to:

- Loud, boisterous, obscene, and/or offensive language;
- Disruptive behavior or any behavior that jeopardizes the safety of any occupant of the vehicle;
- Being under the influence of alcohol or controlled substances;
- Violations of moving vehicle safety requirements or leaving the vehicle before the designated drop-off point;
- Implied threats or physical action, either verbal or with weapons, toward other passengers, drivers or administrative staff;
- Property damage or threat of damage to the vehicle and/or equipment related to the MATP
- Inappropriate dress (e.g., partial/full nudity, no shoes, etc.)
- Any illegal activity not defined above

Sanctions

If the ATA is forced to apply sanctions for inappropriate behavior, the following procedure will be followed in most instances:

FIRST OFFENSE -After the first offense, you will receive a written warning stating that the transportation services are in danger of being suspended.

SECOND OFFENSE - Upon second offense, you will receive a written notice that services will be suspended for a period of fifteen calendar days, beginning ten calendar days after the date on the written notice. If you cannot ride independently, you will be required to have a responsible escort during the ten-calendar days before the suspension period. If you should violate this policy during the fifteen-day suspension while riding with an escort, you will receive a third written notice.

THIRD OFFENSE - Upon notice of a third offense, you will receive a written notice that your services will be suspended for a period of thirty calendar days, beginning ten calendar days after the date on the written notice. You will not be allowed to utilize medical transportation during the thirty-day suspension period. Should inappropriate behavior occur after the thirty-calendar day suspension, you may be denied ATA services.

Threatening Drivers, Passengers or the Public

Any behavior that physically threatens or harms others is a serious matter requiring immediate action by ATA. This action may require police escort. The ATA reserves the right to act immediately and decisively to secure the safety of its passengers and employees. As such, physical threats and harassment on the ATA system is strictly forbidden. In certain situations this may result in the immediate removal of the offender from MATP transportation services administered by ATA and/or permanent termination of services.

ATA reserves the right to deviate from the above-described steps given the severity of the offense to assure the safety of all. ATA will determine the sanction and the length of the sanction appropriate to the offense. Any sanctions will remain in effect until the public safety is assured.

If ATA takes the above actions you may address this action via due process in a proscribed appeal process.

If you have any questions regarding the inappropriate behavior policy, please contact the Customer Service Department of ATA at 1-866-282-4968.

Complaint Process

A complaint is an issue, dispute, or objection regarding the ATA, its subcontractors, or ATA coverage, operations or management policies governing the MATP program, other than denial of services.

It may be a concern that you express about the coverage, operations or policies of ATA's Medical Assistance Transportation Program. If you have a complaint about ATA services, about how you were treated by staff or a driver, or about ATA's policies and procedures, please contact the ATA Customer Service Department. Your complaint is recorded in detail. A system is in place to investigate your concerns. ATA makes every effort to respond to your complaint within five working (5) days.

All complaints regarding the MATP Program are welcome. Indeed any comments you offer will be recorded and considered. Your comments are an opportunity for ATA to review the program for possible improvements.

To make a formal complaint or to merely make a suggestion or comment about the MATP program, please call ATA Customer Service department or send your written correspondence and documentation to the address below:

CUSTOMER SERVICE

AREA TRANSPORTATION AUTHORITY

44 TRANSPORTATION CENTER

JOHNSONBURG PA 15845-2102

In order to assure a thorough and fair review of your complaint, please provide relevant supporting information in writing. ATA will carefully review your information. We are committed to respond to your submission within fifteen business days.

As a guide for your written complaint we suggest that you:

- Provide appropriate written documentation.
- Offer your personal view of the circumstances surrounding your complaint.
- Provide a review of the circumstances surrounding the complaint by an objective third party if possible.
- Indicate if you are the person involved in the complaint or if you are advocating on behalf of someone else.

ATA will provide you with feedback either verbally or documented in writing or both. In any case ATA will offer a written response to the individual submitting the complaint. Copies of all complaints, all responses, any corrective action plans are kept on file. These records are made available on request to the Department of Human Services, Office of Medical Assistance Programs (OMAP).

If you are not satisfied with the suggestions resolution or the decision of ATA's MATP program, you may submit a written request for review by the Chief Executive Officer of ATA. Such request must include a statement of your complaint and all supporting information you believe to be relevant and reasons why you feel that your issue has not been resolved. Such a review must be sent to:

CHIEF EXECUTIVE OFFICER
AREA TRANSPORTATION AUTHORITY
ATA MATP PROGRAM
44 TRANSPORTATION CENTER
JOHNSONBURG PA 15845-2102

A review by the CEO and a response will be made within fifteen business days of receipt your correspondence. The ATA is committed to finding an answer or a resolution to all complaints or inquiries in an expeditious manner.

If you are not satisfied with the review decision of ATA, you may submit a written request for review by the County Commissioners for your county. The Commissioner's review is open to you only after you have exhausted your appeal with ATA following the procedure outlined above. The request for review by your County Commissioners must include a statement of your complaint and all supporting information you believe to be relevant. It should also state the reasons why you believe that your complaint has not been resolved with ATA directly.

Your complete correspondence with the County Commissioners must also be copied to the Chief Executive Officer of ATA at the above address. As mentioned above you can appeal to your county's Board of Commissioners. If you are not certain which county you reside in, call the ATA's Customer Service Center for assistance in determining your county of legal residence at

1-866-ATA4YOU • (1-866-282-4968)



Cameron County

CAMERON COUNTY BOARD OF COMMISSIONERS

CAMERON COUNTY COURTHOUSE

20 E 5TH ST

EMPORIUM PA 15834-1469

Elk County

ELK COUNTY BOARD OF COMMISSIONERS

ELK COUNTY COURTHOUSE ANNEX

300 CENTER ST

P.O. BOX 448

RIDGWAY PA 15853-1007

McKean County

MCKEAN COUNTY BOARD OF COMMISSIONERS

MCKEAN COUNTY COURTHOUSE

500 W MAIN ST

SMETHPORT PA 16749-1149

If the issue is not resolved to your satisfaction at the County level, you may contact the Office of Medical Assistance Programs, Department of Human Services. The Office of Medical Assistance Programs may be used as a resource to seek resolution. Once again you must copy your correspondence to the Chief Executive Officer of ATA at the above address. The address for the DHS Office of Medical Assistance Programs is:

MEDICAL ASSISTANCE TRANSPORTATION PROGRAM

OFFICE OF MEDICAL ASSISTANCE PROGRAMS

PENNSYLVANIA DEPARTMENT OF HUMAN SERVICES

ROOM 342 FORUM BUILDING

P.O. BOX 2675

HARRISBURG, PA 17105-2675

Phone: 717-783-4509

Appeals Process

ATA is required to give you a written notice if your request for MATP transportation is denied. ATA is also required to send you written notice in advance if it plans to reduce or change your services or suspend you from the program for any length of time. The notice will advise you of the reasons for such action, when the action will go into effect, and your rights to appeal from the action.

If you have received a denial of services notice from ATA, you have a right to appeal the decision and request a Fair Hearing through the Department of Human Services' Bureau of Hearings and Appeals. If you decide to appeal the decision, please read and follow the directions that are set forth in Section II of the Written Notice Form and on the reverse side of the form. The procedures are specifically stated in your Written Notice Form.

Denial of Services

A denial includes all of the following situations:

- A denial of an application for MATP services for any reason other than MA eligibility
- A failure to take an application upon request;
- A denial of an individual request for transportation or mileage reimbursement for reasons including, but not limited to:
 - a. Your transportation request was to a non-compensable medical service (i.e., the Medical Assistance Program is not paying for the medical service)
 - b. You failed to provide documentation needed to process the request in a timely manner
 - c. You failed to provide requested verification of a medical appointment and the agency was also unable to obtain verification
 - d. ATA was unable to provide the service, including responding to an urgent request as defined elsewhere in this handbook), at the time and/or to the location requested.

Termination or Reduction of MATP Services

A termination/reduction of MATP services by the ATA or by the Department of Human Services includes, but is not limited to:

- Termination from the MATP Program
- Termination or suspension from the program for any period due to misuse of services, a pattern of failure to comply with program rules, etc.

You may appeal this termination in writing or orally. You may appeal this termination in person or by telephone. If you appeal orally, the ATA will reduce the appeal into a written document describing your appeal and you will be asked to sign it when you are satisfied that it represents accurately the substance of your appeal.

The ATA will retain a copy of your appeal and forward the original to the Department of Human Services' Bureau of Hearing and Appeals to schedule a Fair Hearing. If the matter is resolved or settled at any time prior to a scheduled Fair Hearing, the ATA will document the resolution reached.

Copies of all appeals and their resolutions will be kept by the ATA and may be provided or made available to DHS's Office of Medical Assistance Programs upon request.

Free Legal Assistance

You can obtain free legal assistance if you need help with an appeal. If you need help with an appeal you can call Northwestern Legal Service office at 1-800-665-6957 or write to them at 1001 State St., Erie, PA 16501-1803. You can also call the Pennsylvania Health Law Project at 1-800-274-3258.

Other Medical Transportation Resources

If we are not able to meet your medical transportation needs, you will be referred to your caseworker at the local County Assistance Office.

How to Contact ATA MATP

While you can leave messages for MATP staff on the answering service “after regular office hours” remember that you cannot use this system to cancel a scheduled trip. See the section called “How to Cancel Transportation” for details. ATA Office hours for the MATP program are Monday through Friday from 8:00 a.m. to 4:00 p.m.

The ATA headquarters office is located at:

44 TRANSPORTATION CENTER
JOHNSONBURG PA 15845-2102.



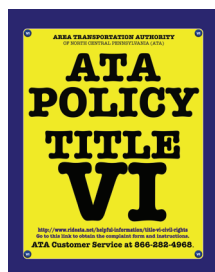
The office is located along Route 219 in Ridgway Township just south of Johnsonburg.

ATA is an Equal Employment Opportunity Employer

It is the policy of the Area Transportation Authority of North Central Pennsylvania that equal employment opportunity will be afforded to all individuals regardless of race, color, creed, national origin, sex, age, religion, disability, marital status, or veteran's status. ATA complies with the rules and regulations promulgated by the Equal Employment Opportunity Commission and other federal and state agencies



TITLE VI COMPLIANCE - Civil Rights Act of 1964 *As amended – And its Related Statutes*



The Area Transportation Authority of North Central Pennsylvania assures full compliance with Title VI of the Civil Rights Act of 1964, as amended and its related statutes. No person is excluded from participation in, denied the benefits of its services, or otherwise subjected to discrimination on the grounds of race, color, or national origin, as provided by Title VI of the Civil Rights Act of 1964, as amended.

ATA TITLE VI POLICY (continued)

Any person who believes that he or she has been unlawfully discriminated against may file a formal complaint with the Area Transportation Authority of North Central Pennsylvania within 180 days following the date of the alleged incident.

For more information regarding Civil Rights Complaints, please contact the ATA Customer Service Department

Area Transportation Authority of North Central Pennsylvania (ATA)

44 Transportation Center - Johnsonburg, Pa 15845 - 866-282-4968

This Title VI Civil Rights Statement of Policy and complaint form are also available online at

<http://www.rideata.com/helpful-information/title-vi-civil-rights>.

If you require any assistance in completing this form, please contact ATA Customer Service at **866-282-4968**.

ATA - Since 1976

The Area Transportation Authority of North Central Pennsylvania (ATA) is the first regional, rural transportation authority in the Commonwealth, and among the first of its kind in the United States. It was chartered as a public authority in 1976 by the counties of McKean, Potter, Elk, Cameron, Jefferson and Clearfield. Over its 30 year history ATA has planned and implemented needed transportation services that are open to all the residents of north central Pennsylvania. ATA's history and its continuing mission is to innovate. ATA leads the nation in transportation technology and information systems. New approaches in route design, service offerings and vehicles designed for rural service, have made public transit affordable and accessible. Yet another on-going mission of ATA is to bring together any and all transportation projects in a single, planned and coordinated effort. The Authority has contracts and working-relationships with a multitude of government and non-profit service agencies to provide transit for clients in an efficient and safe service delivery. Finally the ATA fosters its place as "citizen" in the communities it serves, working in support of community projects and providing transportation resources when and where they will extend the mobility and the economic well-being of north central Pennsylvania.



**AREA TRANSPORTATION AUTHORITY
OF NORTH CENTRAL PENNSYLVANIA**

Cameron, Clearfield, Elk, Jefferson, McKean, Potter

