



338 Amsler Avenue, Suite 1
Shippenville, PA 16254
(814) 226-7012

Welcome to the services provided by MTM for Clarion County Transportation. As a new consumer we will need some information and/or documents from you to begin scheduling your rides within Clarion and surrounding counties.

Regulations require us to keep proof of age on file for clients utilizing services funded by Persons with Disabilities (PwD), the Pennsylvania Lottery, and the Area Agency on Aging.

A copy of one of the documents below must accompany the application for services submitted to our office. If needed, we will copy the proof of age document for you.

Acceptable proof of age documents

1. Driver's license
2. Birth certificate
3. Baptismal certificate
4. PA photo ID card
5. Armed forces discharge papers
6. Passport
7. Naturalization papers
8. Veteran's Universal Access identification card
9. Resident alien card issued by the US Department of Justice Immigration and Naturalization Service
10. Statement of age issued by the United States Social Security Administration for Medicare recipients
11. PACE identification card

Clients utilizing services through the Medical Assistance Transportation Program (MATP) will be provided documents which must be completed within 30 days. However, you must provide sufficient information for us to verify your eligibility prior to scheduling trips with MTM.

Escort Policy

One escort may travel with each passenger at no additional cost if required to provide aid to the passenger. Escorts may travel at no cost in the following situations:

1. Passengers under age 18 may be escorted by a parent, guardian, or other relative age 18 or older
2. Children aged 16 and under are required to be escorted by a parent, guardian, or other relative age 18 or older
3. Passengers who are unable to travel independently
4. Passengers who do not speak English may bring an interpreter

Escorts must travel from pickup to drop off. No extra stops/trips will be provided for the escort. The escort cannot ride free of charge if they also have an appointment at the same location.

Scheduling

Once your information has been received, you may begin scheduling rides by calling our office at (814) 226-7012 or toll free at (800) 672-7116 between 7:00 AM and 5:00 PM Monday through Friday. You should call us as soon as possible once you have your appointment and no later than noon the day before the trip within Clarion County. Trips on Monday must be scheduled by noon on Friday. We will need the destination address and a time estimate.

For trips outside of Clarion County, you must call by noon at least two days before your scheduled appointment. Appointment times need to be between 9:00 AM and 12:00 noon due to the longer distances and travel times required to accommodate multiple passengers.

MTM has the right to request the rescheduling of appointments to coordinate schedules in the same general area. Emergency, evening, and weekend transport is not provided by MTM.

If your appointment/plans are cancelled for any reason, you must call us immediately to cancel your scheduled trip(s). The sanction policy applies to all no-shows.

Service Area and Hours

The Regular Service Area for Clarion County residents includes the following counties: Armstrong, Butler, Clarion, Clearfield, Forest, Jefferson, and Venango. Service is provided from 5:30 AM to 6:00 PM within Clarion County.

The Long-Distance Service Area in which medical transportation is provided under MATP and the Veterans Fund includes the following counties: Allegheny, Beaver, Crawford, Elk, Erie, Indiana, Lawrence, Mercer, Warren, and Westmoreland. Appointment times need to be between 9:00 AM and 12:00 noon due to the longer distances and travel times required to accommodate multiple passengers.

No service is provided on New Year's Day, Memorial Day, July 4th, Labor Day, Clarion's Autumn Leaf Festival (usually the first weekend in October), Thanksgiving, and Christmas Day.

The following guidelines should be used for all out-of-county appointments:

MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY
Butler Emlenton Franklin Meadville Oil City Seneca Warren	Clearfield Cranberry Twp DuBois Hermitage Kittanning Pittsburgh Punxsutawney Wexford	Butler Brookville Emlenton Meadville Seneca Warren	Cranberry Twp Hermitage Kittanning Pittsburgh Punxsutawney Wexford	Brookville Clearfield DuBois Franklin Oil City Seneca

Urgent Care Transportation

You may have an occasional need for transportation on short notice for an urgent care matter. Urgent care includes 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. Transportation for urgent care will be provided to MA-eligible consumers upon verification of the ‘urgency’ from a medical provider.

To obtain services for urgent care appointments, contact the office immediately. We will verify with the medical provider that the appointment is urgent, and then we will arrange transport. If the appointment is called in after office hours, leave a message with your name and phone number. Someone will return your call to arrange your ride.

PLEASE NOTE: We do NOT provide emergency medical transportation. For emergencies, please call 911 for an ambulance.

Shared Ride Fare Structure

MILES	RATE	Copay
0 – 2.99	\$23.05	\$3.50
3 – 4.99	\$29.55	\$4.45
5 – 9.99	\$36.00	\$5.40
10 – 14.99	\$42.50	\$6.40
15 – 19.99	\$48.95	\$7.35
20 & over	\$53.35	\$8.00

Bus Fare

If you live within a quarter mile of a fixed bus route and travel to a facility that is on the fixed route, you may be eligible for bus fare under the MATP. You must schedule with us at least one week prior to your appointment to receive bus passes, which will be available at our office or mailed to you. If you pay out of pocket for your bus fare, you may be reimbursed with proper documentation. Whether you request the fare in advance or reimbursement afterward, the

Bus Fare Reimbursement/Verification Form (available from our office) must be completed and signed/stamped by the provider to verify your attendance. Completed forms must be submitted to our office or postmarked no later than the 5th of the month following the trip. We accept paperwork for the current month only – for example signed paperwork for April, must be submitted by May 5. Late submissions will not be paid. Contact our office if a unique situation requires exception.

Mileage Reimbursement

If you have a car available, or if you know someone who has a car and can take you to your medical appointments, you may be eligible for mileage reimbursement. If you are eligible, we will reimburse you at a rate of .25 cents per mile. We will also reimburse you for your actual parking expenses and tolls if you provide receipts showing how much you paid.

Note: You cannot be enrolled in both the mileage reimbursement and the shared ride program.

The process for receiving reimbursement is as follows:

1. Clients must have an active account with an application on file at Clarion County Transportation.
2. Trips must be called in to the office at Clarion County Transportation (814) 226-7012 at least two days prior to the trip. This allows verification of eligibility prior to you driving yourself and calculates the mileage for the trip. Make sure you have the address of your medical facility available at the time of your call.
3. Multiple trips for the month may be scheduled with just one call. Trips may be added at any time during the month but must adhere to the two-day rule. Emergency weekend trips may be called in on the first business day following the trip. Trips not called into our office will not be eligible for reimbursement.
4. Cancelled trips also need to be reported to our office.
5. Once at the medical facility, clients must have the MATP reimbursement sheets (available from our office) signed by personnel at the appointment for verification.
6. The signed paperwork must be submitted to our office or postmarked no later than the 5th of the month following the trip. We accept paperwork for the current month only – for example signed paperwork for April, must be submitted by May 5. Late submissions will not be paid. Contact our office if a unique situation requires exception.
7. Once all clients have submitted paperwork, checks can be processed. They are sent out by the end of the month in which they are submitted.

General Rules

1. No Smoking in or within 25 feet of Clarion County vehicles.
2. No eating or drinking, unless approved due to medical reason.

3. No littering in or from the vehicle.
4. Be courteous to other riders.
5. Seatbelts must be worn in all vehicles.
6. Inform the driver if you need assistance to and from the curb.
7. All children aged 16 and under must be accompanied by an adult age 18 or older.
8. Carry-on items are limited to what the rider can carry in one trip and the items must not block the aisle or exit door.
9. Illegal activities, verbal or physical abuse will not be tolerated. These actions may lead to immediate dismissal from the vehicle. This behavior will also be reported to the referring agency, which may revoke authorization for transportation services.
10. No weapons are allowed on any transport provided by MTM.

Sanction Policy

Clarion County Transportation has the right and responsibility to sanction riders for excessive no-shows and inappropriate behavior.

No-Shows

No-show is defined as any scheduled trip that is not taken and not cancelled with enough time to notify the provider. You will be considered a no-show in the following situations:

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

Cancel is defined as any trip where Clarion County Transportation is notified that the trip will not be needed at least 2 hours or more before your earliest scheduled pick-up time.

Failure to give proper notice will be considered a *no-show* and you will receive a written warning notice through the mail.

If you accumulate 2 no-shows within a 90-day period, you may be subject to the following penalties:

- You will be required to call the office before noon the day prior to all scheduled trips to confirm the next day's trip(s).
- If no confirmation is received, the trip(s) will be automatically cancelled. No call will be made to notify you of automatic cancellations.
- You will be limited to scheduling trips one ride at a time.

Good cause for missing rides may be considered for specific incidents by contacting our office. Exceptions to the No-Show policy will be considered on a case-by-case basis.

Inappropriate Behavior

A rider may be suspended from Clarion County Transportation for inappropriate behavior.

Inappropriate behavior includes but is not limited to the following:

- Loud, boisterous and/or obscene 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.
- Violation of moving vehicle safety requirements or leaving the vehicle before the scheduled drop off location.
- Implied threats or physical action, either verbal or with weapons, towards other riders, drivers, or administrative staff.
- Property damage or threat of damage to the vehicle and/or equipment related to Clarion County Transportation.

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

- After the first offense, the rider will receive a written warning stating the transportation services are in danger of being suspended.
- Upon notice of the second offense, the rider will receive a Written Notice stating services will be suspended for a period of fifteen (15) days, beginning ten (10) days after the date on the form or until the rider has Personal Care Assistant (PCA) ride along during the period of suspension. Should inappropriate behavior continue during the period when the PCA is present or after the 15-day suspension, the rider will receive notice of a third offense.
- Upon notice of the third offense, the rider will receive a Written Notice stating services will be suspended for a period of thirty (30) days, beginning ten (10) days after the date on the form. If after thirty (30) days the rider wants to continue using Clarion County Transportation, the rider must have PCA ride along for every trip thereafter. Should inappropriate behavior continue when a PCA is present, the rider's services through Clarion County Transportation may be terminated.

*NOTE: Clarion County Transportation may deviate from any of the above order of outlined steps given the severity of the offense. Inappropriate behavior which threatens the safety of fellow riders and drivers may result in immediate termination from the Clarion County Transportation program.

General Complaint Process

If you encounter any unpleasant issues during your experience with MTM, please let us know. If you have a complaint about our services or how you were treated by a staff member, please call us, or send a signed note detailing your complaint. The complaint will be given to a supervisor for review and investigation. You will receive a written response within 5 business days if you have given your name, address, and phone number.

Any decisions at the local level may be appealed to Clarion County Transportation Administration at 214 South 7th Avenue, Clarion, PA 16214 or (814) 226-4000, ext. 1352.