

**CENTER FOR COMMUNITY BUILDING (CCB), INC
MATP NO-SHOW POLICY**

A “No-Show” is defined as any Medical Assistance (MA) recipient who does not appear at the designated place for a scheduled pick-up within the time window for the trip. (See Sample Pick-up chart)

PICK-UPS

Pick-up Time Window	Scheduled Pick-up Time	Appointment Time
06:00 - 06:30	6:15	07:00 07:15 07:30 07:45
07:00 - 07:30	7:15	08:00 08:15 08:30 08:45

All MA recipients must be ready and looking for the vehicle ahead of time. Drivers are required to pick up a recipient no sooner than 15 minutes before and no later than 15 minutes after the scheduled pick-up time. When the vehicle arrives at the pick-up location, the driver can wait no more than five (5) minutes.

No-Shows will not be charged to MA recipients who have called the CCB office at 232-7009 or the before/after office hours telephone number 903-1345 at least one hour before the scheduled pick-up time to cancel a trip, or for reasons beyond their control, including untimely pick-ups and errors by CCB and MATP carriers. A recipient who is attending an appointment will not be sanctioned as a No-Show unless he/she abandons the return trip without notice.

Components of the MATP policy:

A No-Show is determined by CCB from a review of the trip details posted in the bi-weekly no-show report received from Capital Area Transit (CAT), the monthly trip report received from Subcontracts and the daily reporting of no-shows by CCB drivers. If for any reason there is a question about the trip being “real no-show” CCB will contact the transportation provider, MA recipient and/or the medical provider for confirmation. The recipient will not be charged as a no-show if the incident involves a medical emergency, other documented emergency/crisis or other special circumstance.

If a MA recipient has been determined to have at least two (2) no-shows in a 90-day period, CCB will initiate sanctions.

- 1) First no-show, MA recipient will receive a written notice advising the recipient of the first policy violation. The notice will indicate that another no-show within 90 days will result in suspension from the program for 30 days. CCB will take into

account any physical disability or chronic condition that may have caused the initial no-show.

- 2) Second no-show within a 90-day time frame will result in the MA recipient being notified of the second policy violation and indicate that the recipient is suspended for 30 days. The written notice will be sent to the recipient at least 15 days prior to the effective date of the suspension.
- 3) The written notice will inform the MA recipient that they have the right to appeal any suspension and, if the recipient appeals the written notice within ten (10) days, the suspension will not take effect until after the appeal is heard. Transportation can continue if the appeal is requested within 10 days of the notice date; however, the recipient will be required to call CCB the day before their scheduled trip(s) to confirm that they will be present for their scheduled pick-up time. Failure to call the day before scheduled transportation will result in the recipient's trip being removed from the driver's manifest.
- 4) The MA recipient will have the right to appeal the action in writing or orally to CCB. If the appeal is orally, CCB will assist the recipient in reducing the appeal to writing and will obtain the recipient's signature.
- 5) CCB will forward a copy of the written appeal, regardless of whether a signature has been obtained, to Dauphin County MH/ID MATP.