

INVITATION TO CONSUMERS

Hello,

Your input matters! The Department of Human Services and other stakeholders are working on suggestions to improve Pennsylvania's Medical Assistance Transportation Program (MATP). Whether you use the program now or are eligible to use the program to get to your medical appointments, we welcome your feedback.

We invite you to attend one of the following three online sessions. You will hear more about the suggestions and have the chance to ask questions and give us your thoughts.

- Option 1: Tuesday, November 17 from 6:00-7:30pm. ([Register here](#))
- Option 2: Wednesday, November 18 from 1:00-2:30pm. ([Register here](#))
- Option 3: Friday, November 20 from 10:00-11:30am. ([Register here](#))

There are two ways to attend a session. You will receive more information closer to the date:

1. Download and use the GoToWebinar software on your computer, tablet, or smart phone (video is not required).
2. Call with a landline or cellphone (you can listen to the session, but not ask questions if calling directly from a landline or cellphone).

If you have questions about these sessions, please [submit them here](#). Thank you for considering this opportunity to provide your opinion. We look forward to hearing from you.

Sincerely,

Tamara Carter
Director
Office of Medical Assistance Programs

Hola,

¡Su opinión importa! El Departamento de Servicios Humanos y otras partes interesadas están trabajando en algunas sugerencias para mejorar el Programa de Transportación de Asistencia Médica de Pensilvania (MATP). Si usa el programa ahora o si esta eligible para usar el programa para llegar a sus citas médicas, le invitamos sus comentarios.

Te invitamos a asistir a nuestra sesión virtual. Ahí, obtendrá más información sobre nuestras sugerencias y tendrá la oportunidad de hacernos preguntas y dar su opinión.

- Miércoles, 18 de noviembre de 6:00- 7:30pm. ([Registrar aquí](#))

Hay dos formas de participar en una sesión. Recibirá los datos exactos en lo que se aproxima la fecha:

1. Descargue y utiliza el programa GoToWebinar en su computadora, tableta, o teléfono inteligente (no requiere vídeo).
2. Llame por teléfono celular o de casa (puede escuchar la sesión, pero no hacer preguntas si llama directamente desde un teléfono fijo o celular)

Si tiene alguna pregunta sobre estas sesiones, [por favor avísenos aquí](#). Gracias por considerar esta oportunidad para compartir su opinión. Le esperamos con anticipación.

Atentamente,
Tamara Carter
Directora
Oficina de Programas de Asistencia Médica

INVITATION TO COUNTY/MATP ADMIN

Hello,

Your opinion matters! The Pennsylvania Department of Human Services (DHS) would like to invite you to participate in an online listening session. After extensive research, the Medical Assistance Transportation Program (MATP) workgroup has compiled a list of potential suggestions to improve the program, which address the following goals:

1. Simplify the administration of the MATP for DHS
2. Improve access, coordination, delivery, and outcomes of the MATP
3. Enhance MATP experience for consumers
4. Control overall MATP costs to the Commonwealth, including fiscal impacts within other state agencies and effects on federal funding
5. Include local and external stakeholder decision making and participation in design and management of MATP
6. Consider how potential changes to MATP could impact interactions with other HST program

The listening sessions will be an opportunity to share your thoughts and concerns about these suggestions. The sessions will be approximately 60 minutes. For your convenience, we are offering two sessions and you can register for the one most convenient to your schedule. Your registration will count as an RSVP.

- Option 1: Tuesday November 17, 10-11am ([Register here](#))
- Option 2: Friday November 20, 1-2pm ([Register here](#))

Once you are registered, you will receive a confirmation email. There will be two options to attend the listening session, and you will receive more information about them closer to the date of the session:

1. Download and use the GoToWebinar software on your computer, tablet, or smart phone (video is not required).
2. Call into the session using a landline or cellphone.

If you have any questions about these sessions, please [submit them here](#). Thank you for considering this opportunity to provide your input and we look forward to hearing from you.

Sincerely,

Tamara Carter
Director
Office of Medical Assistance Programs

INVITATION TO TRANSIT AGENCIES/BROKERS

Hello,

Your opinion matters! The Pennsylvania Department of Human Services (DHS) would like to invite you to participate in an online listening session. After extensive research, the Medical Assistance Transportation Program (MATP) workgroup has compiled a list of potential suggestions to improve the program, which address the following goals:

1. Simplify the administration of the MATP for DHS
2. Improve access, coordination, delivery, and outcomes of the MATP
3. Enhance MATP experience for consumers
4. Control overall MATP costs to the Commonwealth, including fiscal impacts within other state agencies and effects on federal funding
5. Include local and external stakeholder decision making and participation in design and management of MATP
6. Consider how potential changes to MATP could impact interactions with other HST program

The listening sessions will be an opportunity to share your thoughts and concerns about these suggestions. The sessions will be approximately 60 minutes. For your convenience, we are offering two sessions and you can register for the one most convenient to your schedule. Your registration will count as an RSVP.

- Option 1: Monday November 16, 1-2pm ([Register here](#))
- Option 2: Thursday November 19, 10-11am ([Register here](#))

Once you are registered, you will receive a confirmation email. There will be two options to attend the listening session, and you will receive more information about them closer to the date of the session:

1. Download and use the GoToWebinar software on your computer, tablet, or smart phone (video is not required).
2. Call into the session using a landline or cellphone.

If you have any questions about these sessions, please [submit them here](#). Thank you for considering this opportunity to provide your input and we look forward to hearing from you.

Sincerely,

Tamara Carter
Director
Office of Medical Assistance Programs

INVITATION TO MCO

Hello,

Your opinion matters! The Pennsylvania Department of Human Services (DHS) would like to invite you to participate in an online listening session. After extensive research, the Medical Assistance Transportation Program (MATP) workgroup has compiled a list of potential suggestions to improve the program, which address the following goals:

1. Simplify the administration of the MATP for DHS
2. Improve access, coordination, delivery, and outcomes of the MATP
3. Enhance MATP experience for consumers
4. Control overall MATP costs to the Commonwealth, including fiscal impacts within other state agencies and effects on federal funding
5. Include local and external stakeholder decision making and participation in design and management of MATP
6. Consider how potential changes to MATP could impact interactions with other HST program

The listening session will be an opportunity to share your thoughts and concerns about these suggestions. The sessions will be approximately 60 minutes. Please register below to RSVP.

- Thursday November 19, 1-2pm ([Register here](#))

Once you are registered, you will receive a confirmation email. There will be two options to attend the listening session, and you will receive more information about them closer to the date of the session:

1. Download and use the GoToWebinar software on your computer, tablet, or smart phone (video is not required).
2. Call into the session using a landline or cellphone.

If you have any questions about these sessions, please [submit them here](#). Thank you for considering this opportunity to provide your input and we look forward to hearing from you.

Sincerely,

Tamara Carter
Director
Office of Medical Assistance Programs

