



COMMONWEALTH OF PENNSYLVANIA  
**DEPARTMENT OF PUBLIC WELFARE**  
P.O. BOX 2675  
HARRISBURG, PENNSYLVANIA 17105-2675

OFFICE OF MEDICAL  
ASSISTANCE PROGRAMS

[www.dpw.state.pa.us/omap](http://www.dpw.state.pa.us/omap)

Ms. Alaina Macia  
President and CEO  
Medical Transportation Management, Inc.  
16 Hawk Ridge Drive  
Lake St. Louis, Missouri 63367

June 20, 2006

Dear Ms. Macia:

Medical Transportation Management, Inc. (MTM) was selected as the vendor to operate Pennsylvania's Medical Assistance Transportation Program (MATP) in Philadelphia County as the result of a competitive bidding process in the spring of 2005. The MATP operates under a grant agreement to provide non-emergency transportation to Medical Assistance (MA) consumers traveling to MA compensable medical services who do not otherwise have transportation services available.

Prior to the award of the grant agreement to MTM, the MATP had been managed by a non-profit organization in Philadelphia county for many years and operated under a management model different than the Department's current move towards performance and outcome based contracting. The objectives of the MATP Request for Proposal (RFP) were to enable the increase of public transit utilization and improve customer satisfaction while containing the escalation of transportation costs with finite Commonwealth resources.

MTM successfully made this transition to the current model of service provision while overcoming several significant obstacles, including a shortened implementation period, provider resistance and lack of cooperation, and a SEPTA transportation strike. MTM worked with the Department, the providers, and the community to build relationships that eventually addressed the initial implementation issues. Contract performance standards, for the most part are now regularly achieved.

Ms. Alaina Macia

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MTM has been very responsive to the Department's issues and requests. However, because of litigation involving the last procurement process, the MATP Request for Proposal (RFP) was again released in late November, 2005. It is important to note that the performance of MTM was not the reason for the re-procurement of this grant agreement.

I would be glad to discuss any questions you may have. Please do not hesitate to contact me at 717.772.6300.

Sincerely,

  
Patricia S. Jacobs