



**BUILDING STRONG COMMUNITIES**

**LOCATION:**

**3525 NORTH 6th STREET  
HARRISBURG, PA 17110**

**SCHEDULING APPOINTMENTS:**

Appointments must be telephoned into the Scheduling Office (Harrisburg: 717-232-7009) no later than 10:00 AM the day before the appointment.

Customers are encouraged to call several days in advance when possible.

**HOLIDAYS:**

Please be sure to telephone in an appointment at least one (1) day earlier than normal around each of the following Holidays.

**NEW YEARS DAY  
MARTIN LUTHER KING JR. DAY  
MEMORIAL DAY  
INDEPENDENCE DAY  
LABOR DAY  
THANKSGIVING DAY  
DAY AFTER THANKSGIVING  
CHRISTMAS DAY**

Center for Community Building, Inc. will be closed on those holidays so our employees may enjoy the holidays with families.

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**MEDICAL ASSISTANCE  
TRANSPORTATION PROGRAM  
ELIGIBILITY CENTER FOR  
DAUPHIN COUNTY**

**Harrisburg Area:  
(717) 232-7009**

**Toll free number:  
1-800-309-8905**

**Emergency Number:  
(717) 903-1345**



**CENTER FOR  
COMMUNITY BUILDING, INC.**  
P.O. Box 60929, Harrisburg, PA 17106  
Phone: 717-232-9880  
Fax: 717-232-9883



The Medical Assistance Transportation Program (MATP) provides transportation funding for eligible Low Income Customers.

If you are a Medical Assistance Recipient and require transportation services, please contact the CENTER for COMMUNITY BUILDING, INC. We provide eligibility determination and trip scheduling services.

MATP participants must have a valid Pennsylvania Health Plan Card and complete the form to qualify for Medical Transportation.

Transportation services are provided to Medical Assistance eligible recipients for the purpose of receiving Treatment, Medical Evaluation or Purchasing Prescription Drugs or Medical Equipment.

As the MATP eligibility center provider for Dauphin County, Center for Community Building, Inc. must offer MATP customers the most appropriate form of transportation available.

Depending on the individual and the destination, that could be paratransit, fixed bus, taxi, van service or reimbursement for mileage in a private vehicle. Determination of that choice is made on a case-by-case basis.

**OFFICE HOURS:**  
**Monday - Friday**  
**8:00 AM - 4:30 PM**

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### **STANDARD PARATRANSIT SERVICES:**

Transportation provided by the program will be curb to curb service. Door to Door service is available based on the consumer's physical and mental capabilities.

### **ESCORTS:**

Escorts are permissible if the escort is essential to assuring that the clients receive the MA compensable service. There is no charge for the escort.

### **PICK UPS/DROP OFFS:**

All passengers must be ready and looking for the transportation carrier vehicle at least 15 minutes prior until 15 minutes after the scheduled pick up time. When the carrier arrives at the pick up site, the driver can wait no more than **(5)** minutes. If the vehicle does not arrive within 15 minutes of the scheduled pick up time, please call (717) 232-7009 to inquire about the whereabouts of the vehicle.

### **RETURNS:**

In order to schedule a return trip, it may be necessary to estimate a return time. If the rider feels that he/she will **not** be ready at the scheduled return time please telephone Center for Community Building, Inc. so they can send the next available vehicle. If the rider decides to obtain a ride home with another party please call Center for Community Building, Inc. to cancel the scheduled return trip.

### **SERVICE AREAS:**

Service areas are not limited to the agency's home county.

### **CHANGE OF ADDRESS:**

If there is a change of address and/or telephone number, please be sure to call Center for Community Building, Inc. immediately with new information so the file may be updated.

### **CONFLICT RESOLUTION:**

If you are not satisfied with your MATP Transportation service please call (717) 232-7009 to report your concerns or complaint.

### **TRAVEL TIPS:**

Please no **eating** or **drinking** on the vehicle.

SMOKING IS NOT PERMITTED on the vehicle.

GUIDE/SERVICE ANIMALS are the **ONLY** animals permitted on the vehicle.

LOUD and DISRUPTIVE behavior may result in removal from the vehicle.

Seatbelts must be worn at all times. Drivers are not permitted to take wheelchairs up and down stairs, nor permitted to enter a residence or destination point.

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