

## **MATP Call Center changes vastly improve efficiency**

Following a yearlong review of the Medical Assistance Transportation Program (MATP) Call Center, changes to operations have resulted in a significant reduction in the wait times experienced by callers, as well as an equally impressive increase in the number of calls that can be handled efficiently by MATP staff.

“Aggressively addressing identified needs in our MATP Call Center operation has resulted in a dramatic performance improvement,” said Robert Rebholz, Administrator of the Bureau of Family and Community Services in the Office of Community Service (OCS). “We are now able to answer and respond to a much larger number of consumer calls than ever before, just by making a few small changes in operations.”

In October 2014, the average wait time for calls answered by center operators was 13 minutes and 10 seconds. By October 2015, the number of calls increased significantly, and the average wait time plummeted to 1 minute and 10 seconds. The goal for 2016 is push the wait time to under a minute.

The improvements come from adding 10 phone lines at the center, bringing the total number of lines to 20; hiring four operators, which increased the number of staff to 11; and making [applications available](#) on the Department of Human Services (DHS) website.

Applications can be printed and completed before faxing, emailing, mailing or hand-delivering to MATP. Telephone messages from MATP lines now also direct consumers to the online applications, and an email address ([MATP@alleghenycounty.us](mailto:MATP@alleghenycounty.us)) has been established to which applications and other documents can be sent.

The move to online applications will extend in the future to consumers being able to complete and submit paperwork entirely online. The switch to online processing streamlines work for MATP employees, making it more efficient for them and consumers.

No matter which method is used for submitting an application, responses to confirm eligibility and determine how service will be delivered are made by phone within 24 hours. Also, callers now receive a message when their call is answered, directing them to the online application with the option to wait momentarily for assistance if they'd rather speak with someone. They also can leave a message for an operator, with their call being returned within an hour to one business day, depending on the nature of the call.

Internally, changes to operations have streamlined clerical activities and technology upgrades have been made to give operators, supervisors and administrators a more complete and up-to-the-minute picture of call-handling efficiency.

Through the MATP program, county residents with a valid Pennsylvania Medical Assistance card are eligible for free non-emergency transportation to doctor and dentist appointments or to pharmacies to pick up prescriptions; and to mental health counseling or treatments for drug and alcohol dependency. MATP pays for free advance tickets for public transportation, such as the bus or light rail, or for shared rides as determined on the basis of need. It also reimburses for use of a private car.