

I, Arthur Kharko, hereby state that the facts above set forth are true and correct to the best of my knowledge, information and belief, and that I expect to be able to prove the same at a hearing held in this matter. I understand that the statements herein are made subject to the penalties of 18 Pa.C.S. § 4904 (relating to unsworn falsification to authorities).

Arthur Kharko

Arthur Kharko, Administrator
Grace and Loving Home Care, LLC
267-634-2901

03/25/26

Docket No. A-2026-3061292
GRACE AND LOVING HOME CARE LLC

Requested Information

- 1) What services does Grace and Loving Home Care LLC (GALHC) offer and to whom does it provide each service? Please describe what each service entails in practical terms. PLEAES FULLY DESCRIBE ALL SERVICES RENDERED.

Services Offered and Description

Grace and Loving Home Care LLC (GALHC) provides non-medical home and community-based services primarily to Medicaid-eligible individuals under Pennsylvania's Community HealthChoices (CHC) Waiver, OBRA Waiver, and private-pay clients. Services include Personal Care Assistance (assistance with activities of daily living such as bathing, dressing, toileting, grooming, mobility, and transfers), Companion Care (supervision, socialization, and safety monitoring), and Light Housekeeping (routine household tasks including cleaning, laundry, and meal preparation to maintain a safe living environment). In addition, GALHC provides non-emergency transportation services (paratransit) to support access to medical appointments, pharmacies, community activities, and essential errands. Transportation is offered to ambulatory and wheelchair-bound individuals and includes driver assistance with boarding, securement of mobility devices, and safe transport to and from destinations. All services are coordinated with the participant's service plan and, where applicable, their Service Coordinator to ensure continuity of care and compliance with program requirements.

- 2) You stated in your application that "GALHC proposes to provide paratransit transportation to your own customers of Grace and Loving Home Care LLC whether or not they are reimbursable under the PA Medicaid Community HealthChoices Waiver, and through contracts with Coordinated Transportation Solutions Inc and MTM, Inc. or the PA Medicaid OBRA Waiver." What is the proposed breakdown of percentages for transporting your own customers, transporting the general public, and transporting customers through brokers such as CTS and MTM?

Breakdown of Transportation Services

GALHC anticipates that approximately 60% of its transportation services will be provided to its existing home care clients (both Medicaid-reimbursable and private-pay), ensuring continuity of care and integrated service delivery. Approximately 40% of services are expected to be provided through third-party brokers, including Coordinated Transportation Solutions (CTS) and MTM, Inc., under applicable Medicaid Waiver programs such as CHC and OBRA.

- 3) How does GALHC advertise to or acquire passengers for this transportation service?

Advertising and Passenger Acquisition

GALHC acquires transportation passengers primarily through its existing home care client base, referrals from Service Coordinators, Managed Care Organizations (MCOs), and healthcare providers, as well as through participation in broker networks such as CTS and MTM. Marketing efforts include digital advertising (Google Ads and social media), community outreach, partnerships with healthcare facilities and social service agencies, and direct coordination with Medicaid enrollment and service coordination entities. Transportation services are marketed as an extension of GALHC's home care offerings, emphasizing continuity of care, reliability, and accessibility for Medicaid participants and eligible individuals.

- 4) Please provide any agreement GALHC may have with the Department of Human Services and/or the Office of Developmental Programs.

Agreements with DHS / ODP

GALHC operates as an enrolled provider under the Pennsylvania Department of Human Services (DHS) for participation in Medicaid-funded home and community-based services programs, including the Community HealthChoices (CHC) Waiver, ACT150 and OBRA Waiver. While GALHC does not maintain a direct standalone contract with the Office of Developmental Programs (ODP), services are rendered through agreements and provider enrollment with Managed Care Organizations (MCOs) administering DHS programs. Documentation of provider enrollment and executed agreements with participating MCOs is available and can be provided upon request.

- 5) Does GALHC have an existing written agreement with any state, local or governmental entity, other than the Department of Human Services and/or the Office of Developmental Programs, for the provision of services by GALHC? If so, please provide a complete copy of each such agreement.

Agreements with Other Government Entities

At this time, GALHC does not maintain direct written agreements with state, county, or local governmental entities outside of its participation in Medicaid-funded programs administered through DHS and associated Managed Care Organizations. Should such agreements be executed in the future, GALHC will maintain and provide copies in compliance with applicable regulatory requirements.

- 6) How does GALHC determine the rates to be charged to passengers using its transportation services?
 - a. Are any of these rates set by a state, county, local or governmental entity? If so, please provide documentation and explain.

Rate Determination

GALHC determines transportation service rates based on a combination of market analysis, operational costs (including vehicle maintenance, fuel, insurance, and staffing), and applicable reimbursement structures. For services provided under Medicaid Waiver programs or through brokers such as CTS and MTM, rates are established and governed by contractual agreements and fee schedules set by those entities. For private-pay transportation services, GALHC establishes rates that are competitive within the regional paratransit market while ensuring sustainability and compliance with applicable regulations.

a) Yes, rates are set by governmental or quasi-governmental entities through Medicaid Waiver fee schedules and broker contracts (e.g., CTS, MTM). Supporting documentation, including fee schedules and contract terms, can be provided upon request.

- 7) How does GALHC determine where and when it will provide transportation services and the routes it will use for those transportation services?
- Does any state, county, local or governmental entity regulate or control where GALHC will provide transportation services or the routes it will use for those transportation services? If so, please explain.
 - What percentage of your overall transportation service routes are controlled or regulated by a state, county, local or governmental entity?

Service Areas, Scheduling, and Routes

GALHC determines where and when to provide transportation services based on client needs, service authorizations, geographic coverage areas, and operational capacity. Routes are typically demand-responsive rather than fixed, meaning trips are scheduled in advance and optimized based on pickup/drop-off locations and timing requirements.

- Yes, for trips provided under Medicaid Waiver programs or broker arrangements, transportation parameters (including eligible service areas, scheduling windows, and trip authorization) may be governed by the applicable program or broker requirements.
- GALHC estimates that approximately 80–90% of its transportation routes will be subject to such oversight or coordination through Medicaid programs and broker systems, while the remaining 10–20% will be privately scheduled and not directly regulated in routing.

- 8) Does any state, county, local or governmental entity regulate or control whether a participant is eligible as a passenger with GALHC's transportation service?

Passenger Eligibility Determination

Yes, for transportation services provided under Medicaid Waiver programs or brokered arrangements, eligibility of passengers is determined and regulated by state agencies, Managed Care Organizations, or contracted brokers (such as CTS and MTM) in accordance with DHS program guidelines. GALHC does not independently determine eligibility for these participants but verifies authorization prior to service delivery. For private-pay passengers, eligibility is limited to individuals requiring non-emergency transportation services and is determined by GALHC based on safety, service capability, and operational considerations.

- 9) Does GALHC offer transportation services that are not subject to a contract or program of a state, county, local or governmental entity?
- Can you provide a signed contract you have in place for Coordinated Transportation Solutions Inc and MTM?
 - If yes, what percentage of your overall transportation services are provided to these types of passengers by contract?

Non-Government Transportation Services

Yes, GALHC offers limited transportation services outside of state or government-funded programs on a private-pay basis, primarily to support continuity of care for individuals not covered under Medicaid transportation benefits.

- GALHC is in the process of establishing and/or finalizing agreements with Coordinated Transportation Solutions (CTS) and MTM, Inc.; executed contracts will be provided upon completion or upon request.
- GALHC anticipates that approximately 40% of its total transportation services will be provided under broker contracts (CTS/MTM), with the majority of remaining services tied to its existing client base and a smaller portion to private-pay individuals.

- 10) Is GALHC subject to Audits or Inspection or required to submit reports to any state, county, local or governmental entity. If so, to whom and for what purpose.

Audits, Inspections, and Reporting Requirements

Yes, GALHC is subject to audits, inspections, and reporting requirements by various entities, including the Pennsylvania Department of Human Services (DHS), Managed Care Organizations (MCOs), and, where applicable, transportation brokers such as CTS and MTM. These reviews are conducted to ensure compliance with Medicaid program requirements, service documentation standards, billing accuracy, participant safety, and quality assurance. GALHC also maintains internal compliance and quality monitoring processes to meet all applicable regulatory and contractual obligations.

- 11) Is GALHC required by contract with any governmental entity, as a condition of participation, to have a PUC Certificate of Public Convenience?
- a. If Yes, please identify the governmental entity requiring the certificate and the reason, if known, for the requirement.

Requirement for PUC Certificate of Public Convenience

Yes, GALHC is required to obtain and maintain a Certificate of Public Convenience issued by the Pennsylvania Public Utility Commission as a condition of legally operating as a motor common carrier of persons providing non-emergency transportation services within the Commonwealth of Pennsylvania. While this requirement is not imposed through a single direct contract with one specific governmental entity, it is effectively mandated through the regulatory framework governing for-hire passenger transportation services in Pennsylvania. In addition, participation in Medicaid-related transportation services administered through the Pennsylvania Department of Human Services, as well as through Managed Care Organizations (MCOs) and transportation brokers such as Coordinated Transportation Solutions (CTS) and MTM, Inc., requires providers to demonstrate full compliance with all applicable state laws and regulatory requirements, including PUC certification.

- a) Third-party brokers and Medicaid program administrators typically require proof of PUC certification as part of their credentialing and contracting process, as it confirms that the provider is properly authorized to transport passengers and is operating in compliance with Pennsylvania law.