



MTM Holiday Hours of Operation

MTM will be open for non-emergency transportation services and all phone lines will be staffed throughout the 2021 holiday season on the same regular non-holiday schedule, with the exception of: **Thanksgiving Day (November 27), Christmas Day (December 25), and New Years Day (January 1).**

MTM CONTACT CENTER HOURS

Member Reservation Line

1-888-444-0307 (TTY 7-1-1)
Monday through Friday,
8:00 a.m. to 5:00 p.m. (CST)

Where's My Ride Line

1-888-444-0824 (TTY 7-1-1)
24 hours a day, 7 days a week

MTM is Community First Health Plans' non-emergency transportation (NEMT) provider for qualifying Members. MTM services include:

- Passes or tickets for mass transit (rail, bus, or air)
- Curb-to-curb transportation
- Mileage reimbursement
- Travel, food, and lodging expenses (for Members under age 20)
- Covered expenses for travel attendants

For more information about NEMT services provided by MTM and to see if you qualify, please visit medicaid.communityfirsthealthplans.com/resources/services/star/ or call Member Services at the number listed on the back of your Member ID card.

For more information about MTM and to reserve your ride, please call the MTM Member Reservation Line above or visit mtm.mtmlink.net.