

# COMMUNITY FIRST HEALTH PLANS

# NON-EMERGENCY MEDICAL TRANSPORTATION



## Need a ride to your next health appointment?

As a Community First Health Plans STAR or STAR Kids Member, you can get non-emergency transportation at **NO COST** to/from the doctor, dentist, hospital, or pharmacy.

Community First works with MTM, Inc. to provide curb-to-curb transportation for our Members.

There are two ways to arrange non-emergency medical transportation (NEMT).

### 1. CALL MTM DIRECTLY

**1-888-444-0307 (TTY 7-1-1)**

Monday through Friday, from 8:00 a.m. to 5:00 p.m.  
Information is available in both English and Spanish.  
Please call at least 48 hours before your appointment.

### 2. BOOK ONLINE OR ON YOUR PHONE

Use the **MTM Link Mobile App or Member Portal**  
(different than the Community First Member Portal)



For help after hours or on weekends, call:  
**Where's My Ride: 1-888-444-0824**

Trips do **NOT** include ambulance trips.



### NEMT services include:

- Passes or tickets for travel by train, bus, or air
- Curb-to-curb transportation
- Mileage reimbursement
- Travel expenses (for Members under age 20)
- Travel expenses for attendants

### When you call MTM, please be ready to provide:

- Medicaid ID number on Your Texas Benefits Medicaid ID card
- Name, address, and phone number of the place you are going
- The medical reason for your visit

For more information about non-emergency medical transportation, please visit [CommunityFirstMedicaid.com](https://www.CommunityFirstMedicaid.com)