

NON-EMERGENCY MEDICAL TRANSPORTATION



Community First Providers can help STAR, STAR Kids & Medicare Advantage/D-SNP Members schedule **NO COST** non-emergency medical transportation (NEMT) through our transportation partner, Medical Transportation Management (MTM).

Do you have a patient in need of transportation?

Providers can help schedule both routine and life-sustaining appointments for patients through MTM. Here's how:

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.
Call at least 48 hours before the scheduled appointment.

2. BOOK ONLINE

Providers can also book and manage a ride online at mtm-inc.net/healthcare-providers/



To assist a Member after hours, please call **1-888-444-0824**.



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:

- Member's Medicaid or Medicare ID number
- Name, address, and phone number of the health care setting they will be traveling to
- The medical reason for the Member's visit

Health care providers can email CO@mtm-inc.net for more information and assistance.