

## Non-Emergency Medical Transportation (NEMT) Member FAQs

Community First offers STAR, STAR Kids, and STAR+PLUS Members non-emergency medical transportation to health appointments at no cost through our transportation provider, MTM.

**Q: What is NEMT? What is MTM?**

A: NEMT stands for **non-emergency medical transportation**. This includes transportation to the:

- Doctor or dentist
- Hospital
- Pharmacy
- Other places you get Medicaid services

NEMT services do NOT include ambulance trips.

MTM is Community First's NEMT transportation partner. MTM arranges transportation for STAR, STAR Kids, or STAR+PLUS Members who need a ride to a health care appointment or service. For NEMT services, you will contact MTM directly.

**Q: What services does MTM provide?**

A: MTM can provide the following services to help you get to and from your health care appointment:

- Mass-transit tokens or tickets (rail, bus, or air).
- Commercial airline tickets .
- Curb-to-curb transportation in private buses, vans, or sedans, including wheelchair-accessible vehicles.
- Mileage reimbursement for an individual transportation participant (ITP). The ITP can be you, a responsible party, a family member, a friend, or a neighbor.
- Cost of meals and lodging associated with a long-distance trip (ages 20 or younger).
- Transportation costs of your attendant if you need assistance while traveling.

**Q: How much do these services cost?**

A: NEMT services provided by MTM are covered at no cost for Medicaid STAR, STAR Kids, or STAR+PLUS Members.

**Q: Are NEMT services for all ages?**

A: Children 14 years old and younger must be accompanied by a parent, guardian, or other authorized adult. Children 15-17 years old must be accompanied by a parent, guardian, or other authorized adult or have consent on file to travel alone. Parental consent is not required if the health care service is confidential.

Members of any age can request transportation to Family Planning Services.

**Q: How can I reserve a ride?**

A: Call the **MTM Member Reservation Line at 1-888-444-0307 (TTY 7-1-1)**, Monday through Friday, 8:00 a.m. to 5:00 p.m. Information is available in both English and Spanish, and open on all holidays except New Year's Day, Thanksgiving, and Christmas. You can also reserve a ride and manage your reservation by downloading the MTM Link mobile app or online at [MedicalTrip.net](https://www.MedicalTrip.net).

**Call at least 48 hours before your visit.** If you need transportation beyond your service area, call five business days in advance. If it is an out-of-state trip, call 30 business days in advance.

If you do not follow these scheduling guidelines, you may be asked to re-schedule your appointment.

**When you call, please be ready to provide:**

- Your name, home address, and phone number.
- Medicaid ID number (from Your Texas Benefits Medicaid ID card).
- The date of your health care visit.
- The name, address, and phone number of the place you are going.
- The medical reason for your visit.
- The type of service (doctor, dentist, therapy, etc.).

**Q: What if I need help after hours/on the weekend or if I have questions about my reservation?**

A: Call the **MTM Where's My Ride Line at 1-888-444-0824 (TTY 7-1-1)**, 24 hours a day, 7 days a week. You can also manage your reservation 24 hours a day, seven days a week on the MTM Link mobile app or online at [MedicalTrip.net](https://www.MedicalTrip.net).

**Q: What if I need an ambulance?**

A: If you have an emergency and need an ambulance, please call 9-1-1.

**Q: What is the service area for Member pick up and drop off?**

A: Bexar, Atascosa, Bandera, Comal, Guadalupe, Kendall, Medina, and Wilson counties.

**Q: Are additional passengers allowed?**

A: One additional passenger is allowed for Members 18 years of age or under. Members over 18 are not allowed a passenger unless it is medically necessary. Parents/guardians are allowed to take multiple children with appointments.

**Q: Am I allowed a ride of my choice?**

A: No, MTM will select the most appropriate mode of transportation based on your needs.



For more information about non-emergency medical transportation, please visit

[CommunityFirstMedicaid.com](https://www.CommunityFirstMedicaid.com)