



## Public Transportation Guidelines

An exception to the public transportation guidelines may be made under the following circumstances:

1. The closest public transit stop is greater than ¾ mile from your home and/or the destination facility.
2. You are in the third trimester of pregnancy or at high risk.
3. You attend ECT, dialysis, and/or chemotherapy.
4. You receive services at a TBI Clinic.

If you have a medical reason not stated above, and you believe you should not be required to use public transportation, contact MTM's customer service center at **1-888-467-1724**.

### Additional Information

- Drivers must have identification that is visible to all passengers.
- Drivers are required to provide general assistance, such as opening doors, folding walkers or wheelchairs, and offering assistance in and out of the vehicle.
- If you have any questions about MTM's services, please call **1-888-467-1724**.

## Contact Information

[www.mtm-inc.net](http://www.mtm-inc.net)

To schedule transportation or request Access Services, call our Customer Service Center

**1-866-467-1724**

**7 a.m. to 8 p.m., Monday - Friday**

*24 hours a day for hospital discharge & urgent care requests*

Please have the following information ready when calling to request transportation:

1. Client's name, MA number, address, and date of birth.
2. Date and time of appointment.
3. Complete pick-up and drop-off addresses.
4. The type of appointment or services being provided (dialysis, physical therapy, dental, etc.)

To submit a compliment or complaint, call our Quality Management Department

**1-866-436-0457**

**7 a.m. to 5 p.m., Monday - Friday**



## Minnesota Non-Emergency Transportation

Minnesota non-emergency transportation is specifically for the Minnesota Medical Assistance population living in the ten county metro area:

Anoka ▪ Chisago ▪ Dakota ▪ Hennepin ▪ Isanti  
Ramsey ▪ Sherburne ▪ Stearns ▪ Washington ▪ Wright



MTM is the non-emergency transportation coordinator for the Metro County Consortium. We may be able to coordinate and/or schedule non-emergency transportation for Minnesota clients of:

- Medical Assistance
- MinnesotaCare
- Waivers
- MFIP

## About this Program

Minnesota non-emergency transportation provides Minnesota Health Care Program (MHCP) clients the safest and most cost effective mode of transportation to attend eligible medical services.

- MTM's **customer service center** schedules transportation services with ambulatory sedans or public transit passes.
- Our **Care Management Department** works with medical facilities, social workers, and hospitals, and processes requests for mileage, parking, meals, and lodging reimbursement.
- Our **Network Management Department** works directly with transportation providers contracted with MTM.



## How Will You Get There?

MTM coordinates transportation via:

- Sedan vehicles
- Metro Mobility or public transit passes
- Access Service reimbursement



## Provided Modes

**Gas Mileage Reimbursement:** Call for current rate.

**Volunteer Transportation:** Wright County only.

**Unassisted Transport:** The driver will meet you at the curb in front of your residence and transport you to the curb of your medical facility. Clients in a wheelchair can use this mode as long as you can transfer from your wheelchair to the vehicle, and your wheelchair can be folded and stowed.

**Assisted Transport:** Based on medical need, the driver will come to the door of your residence and bring you to the door of your medical facility. The driver may also come into your residence and bring you into your medical facility if you have a need. Assisted transport requires certification.

*\*MTM does not currently schedule transportation for clients needing paralift or stretcher transportation. These modes require obtaining certification and scheduling directly with the transportation provider.*

## Access Service Reimbursement

Access Service provides reimbursement for mileage, parking, meals, and lodging. For more information, contact MTM's Customer Service Center at **1-866-467-1724**.

## Transportation Guidelines

- MTM only schedules transportation to and from non-emergency medical appointments and services billable through MHCP.
- If there is an effective public transit location within  $\frac{3}{4}$  of a mile from your home, and no physical or mental impairment prohibiting this level of service, you may be required to utilize public transportation.
- MTM requires three business days' notice for transportation requests via automobile and three to five business days for public transportation.
- If your appointment is scheduled the same day or "last minute," MTM will make every effort to accommodate your request, but cannot guarantee service.
- If you own an operable vehicle and you do not have a medical condition prohibiting you from driving, you are required to utilize mileage reimbursement.
- Prior authorization is required for transportation over 30 or 40 one-way miles based on county of residence, or by closest medical provider.
- A signed Parental Authorization form is required for anyone under the age of 18 traveling alone.