



## FREQUENTLY ASKED QUESTIONS ABOUT THE

## MEDICAID NON-EMERGENCY MEDICAL TRANSPORTATION PROGRAM

### 1. How much notice do I have to give MTM to schedule a trip?

MTM requires 48 hours (two (2) business days) prior notice for scheduling routine transportation:

Day of Appointment	Call MTM to schedule by:
Monday	Thursday
Tuesday	Friday
Wednesday	Monday
Thursday	Tuesday
Friday	Wednesday
Saturday	Wednesday
Sunday	Wednesday

### 2. Can I call with less than two business days' notice?

Transportation requests can be made 24/7 for urgent medical appointments.

### 3. How do I contact MTM to be picked up after an appointment?

If you don't already have a scheduled pick-up time, you can call MTM at 1-855-330-9131. Deaf or hard of hearing phone line: 711

### 4. How do I contact MTM if I have a service issue or complaint?

You can call the dedicated MTM complaint line at 1-866-436-0457. Deaf or hard of hearing phone line: 711

### 5. What if my ride is late?

If your ride is more than 15 minutes late, call MTM at 1-855-330-9131.

### 6. Who should I call if I have an emergency?

Call 911

### 7. What information do I need to schedule a ride?

Please make sure you have:

- Medicaid ID number and date of birth
- Name, address, zip code and phone number of healthcare provider
- Reason for appointment
- Street address and phone number at pick-up location
- Date and time of appointment
- Special transportation needs requests (if any)

### 8. Who can contact MTM to schedule a ride for me?

You, a family member, your caregiver, or your healthcare provider

### 9. How much notice is needed to cancel transportation?

Please cancel transportation as soon as you learn you will not need it.

### 10. Do I have to sign anything when I get my ride?

Yes, you are required to sign the driver's log or electronic device upon pick up of the transport.

### 11. What kind of transportation will I get?

Types of transportation available:

- Public Bus - if you:

- i. Live within ½ mile of a bus stop *and*
- ii. Your medical facility is within ½ mile of a bus stop *and*
- iii. You can walk to and from the bus stop *and*
- iv. You understand common signs and direction

*In order to receive transportation from the following modes of transport, your healthcare provider must confirm your need for that level of transport:*

- b. Car/Minivan – if you:
  - i. Cannot take the bus or walk
- c. Wheelchair Van – if you:
  - i. Are confined to a wheelchair or ADA-compliant scooter
  - ii. Require a lift-equipped or roll-up wheelchair van
  - iii. Require assistance of a trained professional
- d. Stretcher – if you:
  - i. Cannot walk
  - ii. Are confined to a bed
  - iii. Cannot sit in a wheelchair
  - iv. Do not require medical attention during transport
- e. Non-Emergency Basic Life Support (BLS) or Non-Emergency Advanced Life Support (ALS) if you:
  - i. Cannot walk
  - ii. Are confined to a bed
  - iii. Cannot sit in a wheelchair
  - iv. Require medical attention and/or monitoring during transportation

**12. Do I have to sign anything when I get my ride?**

Yes, you are required to sign the driver's log or electronic device upon pick up of the transport.

**13. Can I get mileage reimbursement?**

You may qualify for mileage reimbursement, please call MTM or visit their website at <http://www.mtm-inc.net/rhode-island/>

**14. How do I get rides that I need on a regular schedule (like dialysis)?**

You or your healthcare facility should contact MTM for a standing order.

**15. How do I request or change a standing order?**

Call MTM at 1-855-330-9131

**16. Does MTM provide Medicaid members transportation to a pharmacy?**

Yes

**17. Can I call if I need assistance after 5:00 p.m. or on the weekend?**

Yes, you can call 1-855-330-9131, 24 hours a day, 7 days a week.

**18. What if I was denied a ride?**

You have a right to appeal denials of rides by MTM, call MTM at 1-855-330-9131 to request an appeal.

**19. What is a State Fair Hearing?**

A State Fair Hearing is a chance for you to tell an EOHHS hearing officer why you think MTM's decision is wrong. You may bring a friend, relative or lawyer to the State Fair Hearing. If you want free legal help, call Rhode Island Legal Services at 401-274-2652.