



How does a Medicaid member schedule a Non-Emergency Medical Transportation (NEMT) ride?

Call MTM at 1-855-330-9131 (TTY: 711) before the appointment. They must call at least 48 business hours in advance for routine rides. If they call with less notice and the trip is not urgent, MTM may not be able to set up the ride. MTM schedules routine trips Monday through Friday from 5 a.m. to 6 p.m.

When the member calls, they should be ready to provide:

- Their name and Medicaid ID number
- Their home address and phone number
- Their healthcare provider's name, phone number, and address
- The date and time of their appointment
- Any special needs, including if they need someone to ride with them

How many people can travel?

All members with a valid transportation reservation are allowed to bring one (1) additional person.

What if a member has children with multiple appointments?

If multiple members of the family have medical appointments scheduled at the same time or back to back, MTM will schedule separate reservations for each member and schedule with the same transportation vendor, allowing for additional accompanying passengers in the same ride.

Can a member request a sedan?

If they live within ½ mile from a bus stop, and their destination is also within ½ mile from a bus stop they will be assigned public transit.

If there is any reason the member does not wish to utilize public transit, they will be required to have their healthcare provider return a Level of Need document to MTM. MTM will collect their healthcare provider's information at the time the reservation is made and send them the form.

The member will have a 2-week period for their healthcare provider to return this form to MTM. *During this 2-week period, they will be allotted sedan service.* If the form is not returned within 2 weeks, their mode of transportation will return to public transit.

Are Car Seats Provided?

Car seats are not provided and will need to be supplied and installed by the member.

Can a member transport themselves and be reimbursed for mileage?

Yes! If the member, a friend or family member is able to drive them to their appointments, MTM will compensate them for the gas used at \$0.32/mile. The member will be offered this service during their reservation call to MTM.



What does the member do once their ride is set up?

- They must be ready for their ride at least 15 minutes prior to the scheduled pick-up time.
- If they scheduled a ride back home, their driver should pick them up within 15 minutes of the time that they told the driver the appointment would be over. The member should call MTM at 1-855- 330-9131 (TTY: 711) if their driver is late or does not pick them up.

What if the member does not know what time their appointment will end?

At the time of booking transportation, the representative will ask what time they would like to be picked up. If the member is unsure, the representative will mark the trip as will call. The member can then call MTM at 1-855-330-9131 (TTY: 711) after their appointment has concluded for pick up. The driver should arrive within one hour. The member should call MTM back if they have waited longer.

Are there any other additional resources?

Members can visit the MTM Rhode Island website at <https://www.mtm-inc.net/rhode-island/> for additional information or to electronically chat with a representative, or by calling 1-855-330-9131 with additional questions