



How do I file a complaint or concern about MTM's services?

We want to always provide excellent service. Call MTM's We Care Line at **1-866-436-0457** if you have a complaint about your service. You can also submit your complaint online at **www.mtm-inc.net/contact**. We will follow up on all complaints. You can also make suggestions about how we can serve you better.

Remember:

- To schedule a ride call **1-877-503-1261**
- You can schedule a ride Monday through Friday from 8 a.m. to 6 p.m.
- You must call for a reservation at least two business days before your appointment
- Have your trip information ready when you call
- To file a complaint call **1-866-436-0457** or visit **www.mtm-inc.net/contact**
- If your ride is late call **1-877-503-1261**

To schedule a ride, call:
1-877-503-1261
8 a.m. to 6 p.m., Monday through Friday

Urgent transportation requests are available 24/7
For hearing impaired service, dial 711
Oral interpretive services available for any language

www.mtm-inc.net/idaho



3295 W. Elder Street, Suite 156
Boise, ID 83705



How to Use Idaho Non-Emergency Medical Transportation (NEMT) Services





Do you need a ride to your Medicaid health care provider?

We are MTM, Idaho's NEMT broker. We provide rides for eligible Medicaid members. Call us to set up a ride to your medical appointments if you have no other way to get there.

How do I schedule a ride?

Call us at **1-877-503-1261**. You must call at least two business days before your appointment. We schedule routine trips Monday through Friday from 8 a.m. to 6 p.m.

Please have the following information ready when you call:

- Your first and last name
- Your Medicaid ID number
- Your home address and phone number
- Your doctor's name, phone number, and address
- The date and time of your appointment
- Any special needs, including if you need someone to ride with you
- If you require special equipment like a car seat, wheelchair, or other device, you must provide these items

For more information, visit memberportal.net. Enter your zip code to access information about the Idaho NEMT program.

How do I cancel or reschedule my ride?

Call MTM as soon as possible at **1-877-503-1261** if you need to cancel your trip or make any changes.

What if my ride is urgent?

If your appointment is urgent, MTM will set up your ride with less than two business days' notice. An urgent request is considered to be any illness or injury that requires immediate treatment to prevent a serious decline in your health. This may include a hospital discharge. Call us at **1-877-503-1261** 24 hours a day, seven days a week to schedule an urgent ride.

MTM does not schedule emergency transportation. Emergency transportation requires medical care during the trip. Call 911 immediately if you have an emergency.

What do I do once my ride is set up?

- Be ready for your ride at least 15 minutes prior to the scheduled pick-up window. The driver will only wait for you for 10 minutes.
- If you scheduled a ride back, your driver should pick you up less than 15 minutes after your visit is over. Call MTM at **1-877-503-1261** if your driver is late or does not pick you up.
- If your visit is over and you did not schedule a ride back, call MTM at **1-877-503-1261**. The driver should arrive in less than one hour. Call MTM back if you have waited longer.

What do I do if my ride is late?

Call MTM at **1-877-503-1261** if you have waited:

- More than 15 minutes after the pick-up window scheduled during the original ride request
- More than one hour after calling MTM to schedule a return ride, if a return ride was not scheduled during the original request

How does MTM decide what kind of ride I need?

You will receive the level of transportation that is most appropriate for your medical condition. We may consult your health care provider. Based on your needs, we will offer you:

- Mileage reimbursement if you, a friend, or family member can drive to the appointment
- Fixed route public transit tickets
- Sedan, van, or taxi services
- Vehicle services equipped to transport wheelchairs and stretchers

If you would like to ride with a certain transportation provider, we will make every effort to accommodate your request. We cannot guarantee your provider of choice.

What if I have a car and can drive myself?

We may be able to reimburse you, a friend, or a family member to drive you to your appointment. Ask us about this program when you call to schedule your trip.

What are my rights and protections?

You may view your member rights and protections as specified in 42 CFR § 438.100 at <http://www.ecfr.gov>.

