



FREQUENTLY ASKED QUESTIONS FOR

MEDICAL PRACTITIONERS / HEALTHCARE FACILITIES

Questions about the Elderly Transportation Program

*The Rhode Island Transportation Program is comprised of **two distinct services with different rules and regulations:***

1. *The Medicaid Non-Emergency Medical Transportation Program (NEMT)*
2. *The Elderly Transportation Program (ETP)*

The following questions and answers refer to the Elderly Transportation Program

1. What is the Elderly Transportation Program?

The Elderly Transportation Program is for Rhode Island residents 60 years of age and older who do not have access to any means of transportation. This program provides transportation to and from medical appointments, adult day care, meal sites, dialysis/cancer treatment, and the Insight Program. There is a \$2.00 co-pay the rider must pay for each trip (\$2.00 to the service, and \$2.00 back from the service).

2. Can a Medicaid Member use the Elderly Transportation Program?

Yes, if the member meets the age requirement and does not have access to any means of transportation, he or she may use the Elderly Transportation Program for rides to meal sites and the Insight Program. Trips to and from meal sites must occur between 10:00am and 2:00pm.

3. How can one request transportation through the Elderly Transportation Program?

Call MTM at 1-855-330-9131 Monday through Friday, 8:00am to 5:00pm for routine transportation requests. That same number can be called 24/7 for urgent trip requests. The fax number is 1-844-298-6548.

How much notice is needed to request transportation?

- a. Requests must be pre-arranged at least 48 hours (two (2) business days) in advance:

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

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

4. How much notice is needed to cancel transportation?

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

5. What if the reserved ride does not show up to take the member to his or her appointment, or there is another issue with the member's service?

You should call 1-855-330-9131, available 24/7 to resolve the issue.

6. How do I contact MTM to pick up a member after his or her appointment?

Call 1-855-330-9131, and MTM will dispatch a transportation provider if the trip was scheduled with a “will-call” return. The driver has up to 60 minutes from the time of dispatch to pick up the member. Alternately, the member or healthcare practitioner can arrange a return time in advance instead of calling after the appointment.

7. Can a Standing Order be used for the Elderly Transportation Program?

Yes, a Standing Order can be requested for individuals who need recurring transport to the same location.

8. How does one request or modify a standing order?

Call MTM at 1-855-330-9131

9. Does MTM provide transportation out of state for the Elderly Transportation Program?

Through the Elderly Transportation Program, MTM provides transportation to specific border communities only. A list of these communities is available on our website.

10. What kind of transportation is available for members of the Elderly Transportation Program?

Types of transportation available:

- a. Public Bus - if the member:
 - i. Lives within ½ mile of a bus stop *and*
 - ii. The healthcare facility is within ½ mile of a bus stop *and*
 - iii. The member can walk to and from bus stop *and*
 - iv. The member understands common signs and direction

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

- b. Car/Minivan – if the member:
 - i. Cannot take the bus or walk
- c. Wheelchair Van – if the member:
 - i. Is confined to a wheelchair or ADA-compliant scooter
 - ii. Requires a lift-equipped or roll-up wheelchair van
 - iii. Requires assistance of a trained professional

11. Is Mileage reimbursement available for the Elderly Transportation Program?

No

12. Does MTM handle hospital discharge requests?

No, the hospital handles hospital discharge transportation.

13. Does MTM handle nursing home discharge requests?

MTM will only handle nursing home discharge requests if the member is being admitted to a higher skilled nursing facility.

14. I need to send a nursing home patient to another facility for treatment, then return them to the nursing home, do I arrange this transportation with MTM?

MTM will transport the nursing home patient to another facility for medical treatment if the patient cannot be transported by the nursing home facility, family or friends, and the medical service cannot be provided in the nursing home.