



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 6:00 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.