



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

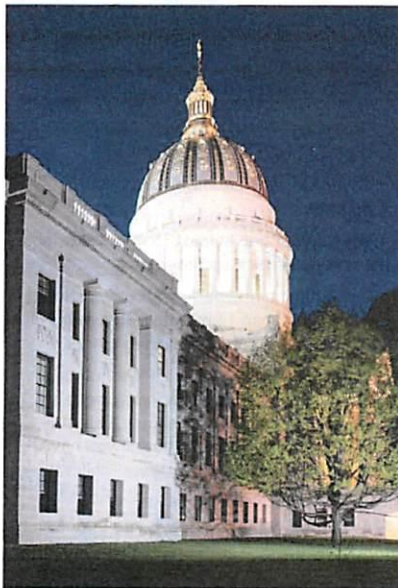
We want to always provide excellent service. Call MTM's "WeCare" line at **1-866-436-0457** if you have a complaint about your service. We will follow up on all complaints.

Remember:

- To schedule a ride call **1-844-549-8353**
- You can schedule a ride Monday through Friday from 7 a.m. to 6 p.m.
- You must call at least five business days before your appointment
- Have your trip information ready
- To file a complaint call **1-866-436-0457**
- If your ride is late call **1-844-549-8354**

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To schedule a ride, call:
1-844-549-8353
7 a.m. - 6 p.m., Monday through Friday



2 Hale Street
Charleston, WV 25301



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

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

We are MTM, West Virginia's NEMT manager. 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 **1-844-549-8353**. Make sure you call at least five business days before your appointment with a Medicaid provider. If you call with less notice and the trip is not urgent, you may need to reschedule. We schedule routine trips Monday through Friday from 7 a.m. to 6 p.m.

Please have the following information when you call:

- Member name, home address, and phone number
- Member Medicaid ID number
- The street address and the phone number where you want to be picked up
- The name, phone number, address, and ZIP code of the health care provider you are seeing
- The date and start time of your appointment
- The end time of your appointment, if you know it
- Any special needs, including if you need someone to ride with you
- General reason for the appointment (check-up, eye appointment, etc.)

You may also schedule your trip online at www.mtm-inc.net/west-virginia.



What do I do once my ride is set up?

- Your driver will call to remind you of your pick-up time.
- Be ready for your ride at least 15 minutes prior to the scheduled pick-up time.
- If you scheduled a ride back, your driver should pick you up less than 15 minutes after your visit is over. Call MTM if you have waited longer.
- If your visit is over and you did not schedule a ride back, call our "Where's My Ride" line at **1-844-549-8354**. The driver should arrive in less than one hour. Call MTM back if you have waited longer.
- Call our "Where's My Ride" line at **1-844-549-8354** if your driver is late or does not pick you up.

How do I cancel or reschedule my ride?

Call MTM at **1-844-549-8353** if you need to cancel your trip or make any changes.

How does MTM decide what kind of ride I need?

MTM will ask questions about your health and how you handle basic tasks. We may also consult your health care provider. Based on your needs, we will offer you:

- Mileage reimbursement
- Fixed route bus tickets
- Basic ambulatory vehicle services, including sedan, van, and taxi
- Enhanced vehicle services equipped to transport wheelchairs and stretchers

What do I do if my ride is late?

Call MTM's "Where's My Ride" line at **1-844-549-8354** if you have waited:

- More than 15 minutes after the pick-up time scheduled during the original ride request
- More than one hour after calling MTM's "Where's My Ride" line to schedule a return ride, if a return ride was not scheduled during the original request

