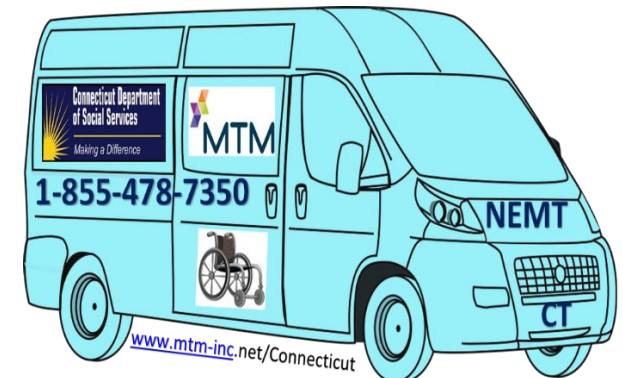


## FAQs

- 1. Can someone else schedule a ride for me?**
  - ✓ Healthcare Provider/Healthcare facility
  - ✓ Family member or friend
  - ✓ Case manager
- 2. What if I have a car, can I or someone else drive?**
  - ✓ The driver must submit proof of insurance, registration, and driver's license. You may be reimbursed. Contact MTM for further information.
- 3. Can I ride with my service animal?**
  - ✓ Yes, service animals and emotional support animals are allowed to accompany members. Contact MTM for further information.
- 4. Will I share my ride with others?**
  - ✓ Yes, there may be times you might share a ride with other Medicaid members.
- 5. How do I file a Complaint?**
  - ✓ Call MTM's 'We Care' Line at **1-866-436-0457**
  - ✓ Email: [QM@mtm-inc.net](mailto:QM@mtm-inc.net) or visit
  - ✓ <https://mtm-inc.net/contact/>

## FAQs

- 6. What if my ride is late?**
  - ✓ Call the transportation provider, MTM on **1-855-478-7350**
- 7. What information will I need to schedule a ride?**
  - ✓ Your name
  - ✓ Date of Birth
  - ✓ Address
  - ✓ Phone number
  - ✓ Title 19 Medicaid number
  - ✓ Time and Date of appointment
  - ✓ Healthcare Provider's name & address
  - ✓ Type of appointment
- 8. What if my request is urgent?**
  - ✓ If you have an urgent appointment, call MTM at **1-855-478-7350**, 24 hours a day to schedule your ride. If it is an emergency call **911**
- 9. Can I make multiple appointments in a day?**
  - ✓ Yes, when you call MTM let the representative know all your various trips for the day.
- 10. Does MTM provide Wheelchairs or Child Car Seats?**
  - ✓ No, it is the responsibility of the Member.



## Who We Are

Non-Emergency Medical Transportation (NEMT) is an important benefit for eligible Medicaid members who need to get to and from Medicaid-covered medical services but have no means of transportation.

The Department of Social Services under the NEMT program pays for non-emergency medical transportation services for eligible Medicaid Members enrolled in Husky Health (Husky A, C, D, and Covered CT), Qualified Medicare Beneficiary (QMB) who have met their spend down.

## Contact Us

The Dept. Of Social Services  
Integrated Care Unit (NEMT)  
55 Farmington Ave  
Hartford CT, 06105  
Phone: 1-860-424-5131

## About Our Services

Transportation services provided include,

- ✓ **Public transit**
- ✓ **Ambulatory/Livery**
- ✓ **Wheelchair & Bariatric Services**
- ✓ **Mileage reimbursement.**

## Services Covered

**NEMT** services covered include Medicaid-covered medical, behavioral health, or dental appointment. Here are examples of types of appointments, but not limited to the below:

<b>Medical Appointments</b>	<b>PCP</b>
<b>Behavioral health</b>	<b>Lab Test</b>
<b>Drug Rehabilitation</b>	<b>Surgery</b>
<b>Urgent care</b>	<b>Dental</b>
<b>Physical Therapy</b>	<b>Dialysis</b>
<b>Chemotherapy</b>	<b>X-rays/MRI</b>
<b>Speech Therapy</b>	<b>Specialist</b>
<b>Occupational Therapy</b>	<b>Vision</b>
<b>Chiropractic</b>	<b>Covid-19</b>

## About MTM

Medical Transportation Management (**MTM**) is the official Broker of the NEMT services provided by the Department of Social Services.

For more information, contact MTM,

**Customer Service: 1-855-478-7350**

**Website: <https://www.mtm-inc.net/Connecticut/members/>**

- ✓ You must request transportation a minimum of **48 business hours** before your appointment unless it's for Public Transit.
- ✓ **Public transit** requests require at least 7 to 10 business days advanced notice.
- ✓ To request a ride, call **855-478-7350**, Monday through Friday between **7:00 AM and 6:00 PM EST.**
- ✓ For life threatening emergencies dial **911.**
- ✓ If your ride is late Call **MTM** at **1-855-478-7350**

