



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. We will follow up on all complaints. You can also make suggestions about how we can serve you better.

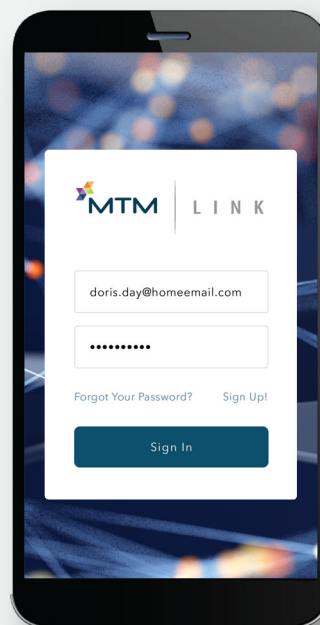
Remember:

- To schedule a ride call **1-844-879-7341** or use the MTM Link Member Portal or mobile app
- You can schedule a ride Monday through Saturday from 7 a.m. to 6 p.m.
- You are encouraged to schedule your ride at least three 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 **1-844-879-7341**

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

Book your rides without calling MTM

Use the MTM Link Member Portal and mobile app. Visit **mtm.mtmlink.net** to get started.



750 Pilot Road, Suites G&H
Las Vegas, Nevada 89119
www.mtm-inc.net/nevada



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

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

We are MTM, Nevada's NEMT broker. We provide rides for eligible Medicaid recipients. 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 **1-844-879-7341**. We encourage you to call at least three business days before your appointment. We schedule routine trips Monday through Saturday from 7 a.m. to 6 p.m. You can schedule urgent trips 24 hours a day, seven days a week.

Please have the following information when you call:

- Your name and 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

You can also use our MTM Link Member Portal and mobile app to book your rides without calling MTM. This convenient option lets you book your rides quickly and easily, without waiting on hold to speak to a representative. Visit **mtm.mtmlink.net** to get started. Please note, paratransit rides must be booked by calling MTM.

How do I cancel or reschedule my ride?

Call MTM as soon as possible at **1-844-879-7341** if you need to cancel your trip or make any changes.

You can also use the MTM Link Member Portal and mobile app to cancel or modify your rides through your mobile device or computer.



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 time.
- If you scheduled a ride back, your driver should pick you up less than 15 minutes after your visit is over. Call MTM at **1-844-879-7341** 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 **1-844-879-7341**. 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 **1-844-879-7341** 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 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 bus tickets or paratransit services
- Sedan, van, taxi, or ridesharing services, which may include Uber or Lyft
- Vehicle services equipped to transport wheelchairs and stretchers

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 appointments. Ask us about this program when you call to schedule your trip.

