

# How Do I Schedule Transportation?

Meridian has partnered with MTM Transportation for non-emergency rides to help you get to and from medical appointments and the pharmacy.

See the steps below to learn how to schedule your next ride.



1. Members, providers, caretakers, social workers, and Case Managers/Care Coordinators can set up rides to and from appointments and the pharmacy.

a. Members can call MTM at **1-844-299-6325** to schedule a ride at least 72 hours in advance of the trip.

b. Facilities can also visit **memberportal.net** and enter their zip code to use chat.

c. Facilities and Case Managers/social workers can also sign up to use the MTM Link Facility Portal to manage transportation arrangements:

**[mtminc.formstack.com/forms/mtm\\_facilities\\_portal\\_registration\\_request](https://mtminc.formstack.com/forms/mtm_facilities_portal_registration_request)**

d. Members can register to use the MTM Member Portal at **mtm.mtmlink.net** or by downloading the MTM Link Member app.

e. *Urgent trips within three calendar days' notice must call MTM.*



2. The member can expect a call the night before from the transportation provider to confirm the time the member will be picked up.



3. On the day of the trip, if the member has not been picked up by 15 minutes after the stated time, they should call MTM at **1-844-299-6325**.

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4. At the end of the appointment, if a specific return time has been assigned, the transportation provider has 30 minutes after the requested time to arrive at the facility.



5. If the transportation provider is more than 30 minutes late, the member should call MTM at **1-844-299-6325** *not the transportation provider*.



6. If there is a Will Call (where no end time for the appointment has been specified), the member should call MTM at **1-844-299-6325** once their appointment is completed. The transportation provider will have one hour to pick up the member after that call is made. *It is recommended to use Will Calls only as needed to reduce wait times.*



7. Case Managers and social workers can also call MTM for the member.



8. If there are any recurring issues for a particular member, please reach out to **CO-MI@mtm-inc.net**. *This email burst should only be used to report issues after they have occurred, not when an issue is occurring in the moment.*



### Want more information?

Want more information? Email **CO-MI@mtm-inc.net** to schedule training, including an MTM Transportation overview and MTM Link Facility Portal demo.

