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Who do I call if I want to cancel or reschedule my appointment?

Call MTM at **1 (866) 269-5927** with ANY changes to your appointment. Please call as soon as you know of the change.

How do I file a complaint or concern about the services I receive?

MTM takes quality service seriously; we will follow up on all complaints and with all parties involved. If you are not satisfied with the service you receive (transportation or other), call MTM at **1 (866) 436-0457**.

Once transportation is scheduled:

- The transportation provider will call you and tell you the time of your pickup and their phone number. Keep this number handy.
- Be ready 60 minutes before your pickup time.
- If you have a scheduled ride back, your ride should pick you up less than 30 minutes after your appointment is over.
- If you must call your transportation provider for pick up after your appointment, your ride should arrive in less than 60 minutes.
- Call **1(866) 269-5927** right away if you need to cancel your ride or **1(888) 409-6881** if your ride does not show up.

Customer Service Center Hours:

Monday – Friday from 7:00 a.m. – 5:00 p.m.

Remember:

- You must call at least 5 days before your appointment
- Have your destination information ready
- Have your medical provider's name and phone number ready
- To file a complaint, call MTM at **1 (866) 436-0457**
- If your ride is late, call MTM at **1 (888) 409-6881**

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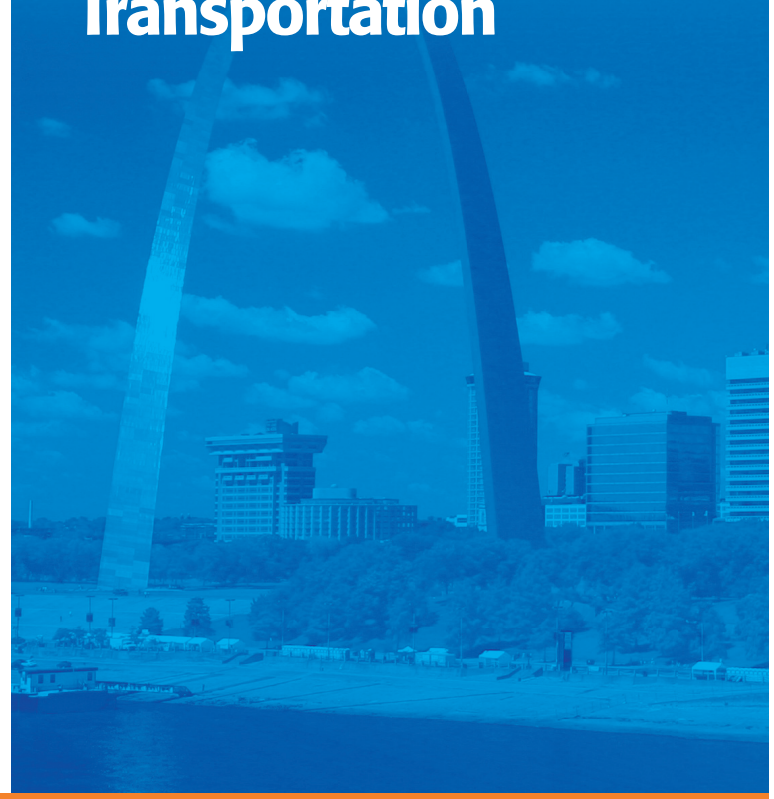
MO HealthNet Non-Emergency Medical Transportation



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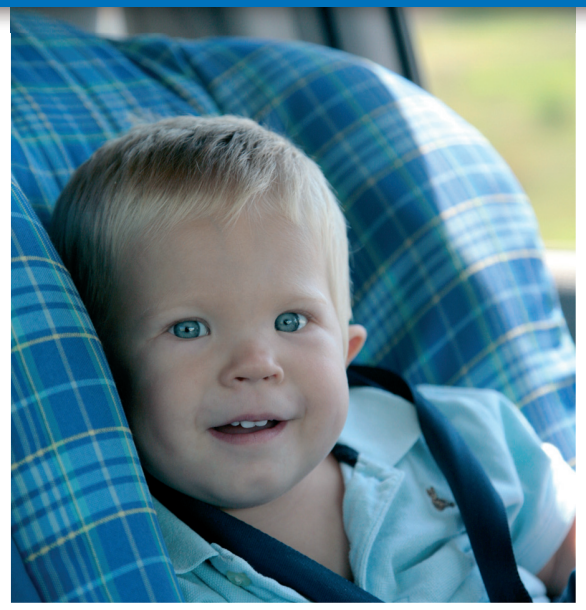
Need help with a ride to your medical appointment?

Call Medical Transportation Management, Inc (MTM) at **1 (866) 269-5927** to find out if your trip qualifies.

Who can receive rides?

MTM will help set up rides for MO HealthNet participants who do not have access to free appropriate transportation to covered services and for participants accessing certain Department of Mental Health Services. To find out if your trip qualifies, call MTM at **1 (866) 269-5927.**



How do I get a ride?

Call MTM at **1 (866) 269-5927** at least 5 calendar days before your appointment.

A friendly customer service representative will ask for the following information:

- Your full name, current address, phone number and date of birth
- MO HealthNet ID
- The date of your appointment
- The name, address and phone number of where you are going
- The medical reason for your transportation request
- The type of MO HealthNet covered service (doctor, dentist, therapy, etc.)

Please have this information ready when you call.

What if I call with less than 5 days?

If you call with less than 5 calendar days notice and this is not an urgent appointment, you may be asked to reschedule. However, if your medical appointment is URGENT we will find a ride for you. We will contact your medical provider to verify your appointment is urgent.

What modes of transportation will MTM offer me?

MTM may offer:

- Public Transportation
- A sedan, van or taxi ride
- Wheelchair or stretcher transportation, if you physically require these modes

How does MTM decide my mode of transportation?

MTM will ask you a series of questions about your health and how you handle your daily activities.

www.mtm-inc.net/onthemove

Experience

MTM possesses a level of experience and innovation that provides clients with the greatest confidence for achieving its goals. MTM's assessment and travel training experience includes:

- Over 15 years of experience performing both telephonic and in-person transportation-based assessments.
- Approximately 12,500 Eligibility Assessments performed annually.
- Development of industry leading medical provider supported level-of-need assessments for Medicaid transportation.
- Thousands of travel training sessions per year provided to individuals, senior centers, residential facilities, day programs, mental health groups, and community groups.

Qualified Staff

MTM carefully recruits qualified professionals to staff the On the Move Program. Registered nurses, physical therapists, and occupational therapists perform assessment evaluations and provide program oversight. Additionally, MTM requires that all On the Move staff be experienced in training and working with cognitively impaired individuals.

On the Move staff are trained using the standards and recognized methodologies of national organizations such as:

- National Transit Institute
- Easter Seals
- Community Transportation Association of America
- Passenger Safety and Service
- Association of Travel Instruction

Above all, MTM ensures that assessment and travel training staff are sensitive to, and able to respond positively to, all situations and build a rapport with clients, caring for their safety and success.

16 Hawk Ridge Drive
Lake St. Louis, Missouri 63367-1829
Phone: **888-561-8747**
www.mtm-inc.net/onthemove

Mobility / ADA Assessments and Travel Training by MTM

www.mtm-inc.net/onthemove

Overview

On the Move is an assessment and travel training program created by MTM to assist communities, school districts, and other special needs populations. We evaluate the individuals' needs, eligibility, and, where appropriate, provide travel training as a result of the assessment.

MTM is a transportation expert, skilled in maintaining process accuracy and consistency. Our healthcare and transportation knowledge helps us to understand the needs and goals of the ADA paratransit eligibility process as well as the complex issues that affect persons with disabilities and older Americans. We remain committed to providing quality transportation services and "personalized" customer care for individuals who, without transportation services, may not be able to take advantage of employment opportunities, get to the doctor, or access other basic life-sustaining community resources.

MTM's On the Move program provides full management of assessment and travel training processes, leaving you to focus on other aspects of your operation.

Sample Workflow

On The Move Assessment & Travel Training Process

1. **Application**

2. **Assessment**

3. **Recommendation**

4. **Travel Training**

5. **Result: Individuals can utilize appropriate mode of transportation**

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Assessments

MTM provides assessments that focus on actual functional and cognitive abilities, not medical diagnoses, and takes into consideration any environmental and architectural barriers. These in-person assessments utilize the FACTS (Functional Assessment of Cognitive Transit Skills) test as developed by Easter Seals. In the event that we need additional information to make a recommendation, we will contact the necessary licensed professional for verification of information.

ADA Assessments:

MTM ensures appropriate use of costly paratransit services by providing impartial assessments that eliminate a "false positive" for eligibility. Our processes remain in strict accordance with ADA paratransit regulations.

Special Needs Assessments:

MTM works with school districts and special needs organizations to encourage independence. In-person assessments assist parents and educators in determining which individuals can safely and effectively utilize public transportation.

General Mobility Assessments:

General mobility assessments are available to any organization that is in need of eligibility determinations for transportation benefits, as well as those that are looking to improve the overall independence of their population.

Travel Training

Following ADA, general mobility, or special needs assessments, On the Move can offer travel training to candidates whose mobility could be improved with further assistance. If travel training is indicated, the Travel Trainer will set up training in the community using the fixed route system in the applicant's region. Travel Training is always provided in the participant's community, using real buses and situations.

The courses are taught by skilled trainers with experience in serving individuals or groups with special needs and disabilities. The trainers assist participants in overcoming fears and building confidence so they can use the least restrictive mode of public transportation system to the fullest extent possible.

Travel training topics include:

- Safety and Awareness
- Bus and Train Maps and Schedules
- Trip Planning
- Accessibility Features of the Bus and Rail Systems
- Emergency Skills
- Appropriate Social Behavior

On the move!

Who can benefit from On the Move?

- Transit Organizations
- School Districts
- Medicare Health Plans
- Intellectual and Developmental Disabilities (IDD) Programs

On the Move helps individuals become more confident and self-reliant as a result of learning to travel independently. These skills improve the quality of life of the program participant as it encourages community integration, participation in recreational and employment activities, and overall independence. Travel training also provides benefit to the community as it encourages use of public transportation and reduces costly paratransit usage.

Program Spotlight: TriMet, Oregon

The Tri-County Metropolitan District of Oregon (TriMet) program provides service to the Portland metro area. The TriMet paratransit program, LIFT, receives 400 new applicants each month. The average fixed route trip in Portland is $2.30 one way, whereas a paratransit ride is $27.50 one way- almost twelve times the cost of fixed route service. At the TriMet Transit Mobility Center, MTM provides on-site professional medical staff, including a registered nurse and occupational and physical therapists, who perform functional assessments. By having MTM professional staff on site conducting in-person assessments, TriMet is working toward its goal of reducing the usage of high cost paratransit services while ensuring accurate and safe travel recommendations for its residents.