

Home State Health Member Tip Sheet


Need a Ride to Your Medical Appointment?

We've got you covered with MTM!

Home State Health offers **rides at no cost to you to covered medical appointments** through our transportation partner, **MTM (Medical Transportation Management)**.

How to Schedule a Ride:

Call MTM at:

 **1-866-269-5927**

TTY users call 711

 **Call at least 3 business days before your appointment.**

For urgent needs, call as soon as possible.

Be Ready to Share:

- Your **full name and Medicaid ID number (DCN)**
 - **Phone number**
 - **Pick-up address and appointment address**
 - **Appointment date and time**
 - Type of appointment (doctor, dentist, therapy, community support, etc.)*Please call MTM for full list of options
 - If you need a **wheelchair-accessible vehicle**
 - If you're bringing a **caregiver or child(ren) with you**
 - **Members are responsible for all car seats when traveling with children**
 - Provide details for each stop of your journey to ensure you have transportation arranged for all your required stops
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What to Expect:

- Be ready **5 minutes before your ride.**
- **Your driver will wait 5 minutes after the pick-up time.**
- Always wear your seatbelt.



What if my ride is late?

- Call MTM Health at 1-866-269-5944 (TTY: 711) if:
 - You have waited more than 15 minutes after the pick-up time scheduled during the original ride request.
 - You have waited more than one (1) hour after calling MTM Health for a return ride, if a return ride was not scheduled during the original request.
You cannot reach the driver.

Need to Cancel?

- Call MTM right away if you don't need your ride. **1-866-269-5927**
- **Too many no-shows could affect your future rides.**

This Service is for Non-Emergency Medical Rides Only

For emergencies, **call 911 immediately.**

Questions or Complaints?

- MTM: **1-866-436-0457**
- Home State Health Member Services: **1-855-694-4663 Care Management Ext. 6075125**
- Show Me Health Kids Member Services: **1-877-236-1020 Care Management Ext 6080448**

Pro Tips:

- ✓ Schedule early as soon as you know you need the ride, call MTM
- ✓ Double-check your appointment details
- ✓ The ride provider will call to verify the trip, answer the phone to confirm, or your trip may get canceled
- ✓ Be on time and ready to go

Your health is our priority — and getting there should be easy.
Home State Health & MTM are here to help.