

Member Transportation Tip Sheet

Need a ride to your medical appointment? We've got you covered with Medical Transportation Management (MTM)! Home State Health & Show Me Healthy Kids offers rides to covered medical appointments at *no cost to you* through our transportation partner, MTM.



How to schedule a ride:

- Call MTM at 1-866-455-2097 (TTY 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 & 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.



What to expect:

- Be ready *at least 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 1-866-455-2097 (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 (1-866-455-2097).

**Too many no-shows could affect your future rides.*



Complaints?

- 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



This service is for NON-emergency medical rides only. **For emergencies, call 911 immediately.*

**Your health is our priority — and getting there should be easy.
Home State Health, Show Me Healthy Kids, & MTM are here to help.**