



June 16, 2016

Announcement 1165

## **Medical Transportation Management (MTM) Will Be Nevada's Non-Emergency Transportation Vendor Effective July 1, 2016**

Effective July 1, 2016, Medical Transportation Management (MTM) will be the new non-emergency transportation (NET) broker for Nevada Medicaid recipients. NET is provided to Medicaid recipients when they require transportation to Medicaid eligible services.

MTM's phone line will open on June 15, 2016, to begin taking reservations for July 1 and future dates. LogistiCare will continue to provide rides through June 30, 2016.

Recipients and medical staff can schedule rides Monday through Friday, 7 a.m. to 5 p.m. An after-hours call center is also available 24 hours a day, seven days a week for hospital discharges, urgent calls or for late rides.

Currently, MTM's Education, Training, and Outreach (ETO) Team is contacting medical facilities throughout the State of Nevada to schedule in-service sessions with staff, to introduce MTM's forms, answer questions, and to offer training on MTM's Service Management Portal (SMP). SMP allows medical personnel to arrange transportation for recipients online in lieu of calling MTM. To contact a member of MTM's ETO Team, please send an e-mail to [#ETO-NV@mtm-inc.net](mailto:#ETO-NV@mtm-inc.net).

The MTM staff looks forward to working with Nevada health care providers to provide high-quality NET services to Medicaid recipients.

### MTM contact information:

Website: [www.mtm-inc.net/nevada](http://www.mtm-inc.net/nevada)

To schedule a ride (reservations): 1-844-879-7341

We Care Line (complaints): 1-866-436-0457

Education, training and outreach for Nevada Medicaid providers: [#ETO-NV@mtm-inc.net](mailto:#ETO-NV@mtm-inc.net)