



Transportation
Management

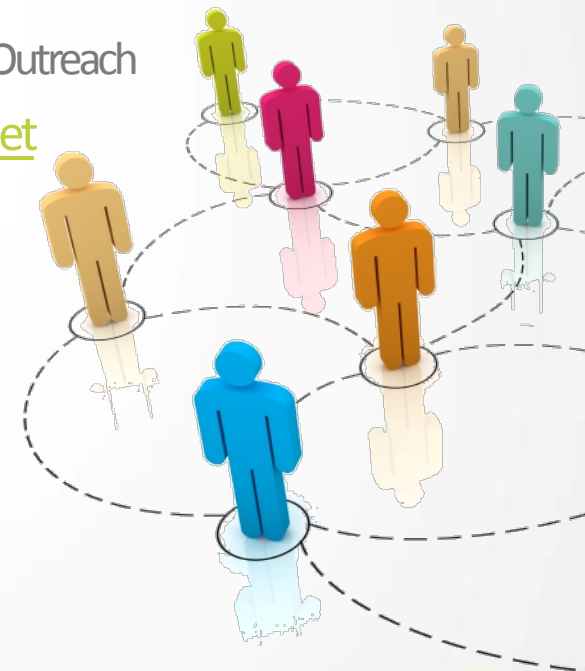
Accessing NEMT in Greater Texas

January 2016



Welcome and Introductions

- Valorie Williams
Regional VP, South Central Operations
 - vwilliams@mtm-inc.net
 - 713-680-4530
- Marshelle Simms
Operations Director
 - msimms@mtm-inc.net
 - 713-680-4539
- Jeremy Starks
Transportation Manager
 - jstarks@mtm-inc.net
 - 713-680-4562
- Tracy Jackson
Call Center Manager
 - tjackson@mtm-inc.net
 - 713-680-4562
- Tina Gee
Education, Training and Outreach
 - tgee@mtm-inc.net
 - 713-680-4550



The MTM Advantage

- Nation's second largest NEMT manager, with 20 years of experience
- Woman-Owned Business Enterprise (WBE) certified in Missouri
- Family-owned & operated
- Reinvests profits into innovation
- Long-term committed partner
- URAC accredited

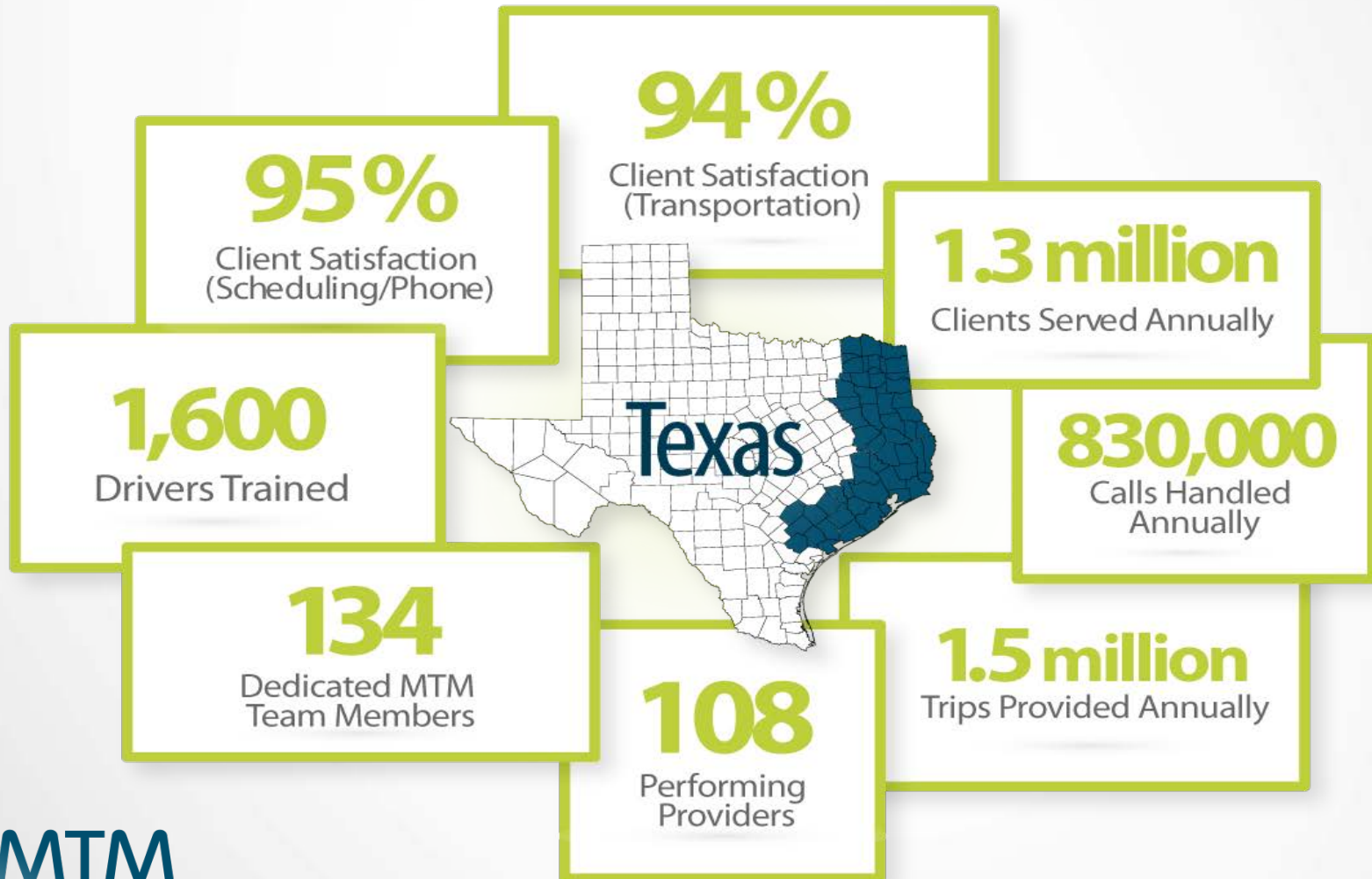
removing
barriers
for individuals
attempting
to access
healthcare and
community
services

Improving the Texas Member Experience

- Established new call center in Houston
- Opened in March 2012
- Employ 100+ CSRs and support
- Bilingual CSRs support:
 - Spanish
 - Mandarin
 - Cantonese
 - Russian
 - Hmong
 - Somalia
 - 200+ additional languages through Voiance interpretive services



Texas NEMT Highlights



How to Request Transportation

- Monday to Friday from 7 a.m. to 6 p.m.
- Reservation line: 855-687-4786
- You must call at least 48 hours prior to the appointment
- Please be ready to give these facts when you call:
- Full name, address, phone number, date of birth
- Medicaid ID number
- Date of the healthcare visit
- Name, address and phone number of the place member is going
- Medical reason for the visit

MODE DETERMINATION

- We will ask some questions about the health of the member. Based on the member's needs, we may offer:
 - Bus tickets
 - A rideshare sedan, van, or taxi ride
 - A car or van that can carry a wheelchair or stretcher

Once the Ride Is Set Up

- Call us at 855-687-4786 with any changes to your Medicaid healthcare visit. Please call as soon as you know of the change.
- Be ready at least an hour before your appointment time.
- The driver should call you the night before to confirm your ride.
- If you know what time your appointment will be over, you can set up a return ride when you make your reservation.

Once Your Ride Is Set Up

- If you do not know what time your appointment will be over, you must call to request a return ride. The driver has one hour from the time you call to return for the return ride.
- If your ride does not show up, please call 888-513-0706. We will make every effort to schedule another transportation company to transport you.
- If you are not happy with the service or the ride, call us at 866-436-0457.



Transportation
Management



Questions?