

# Medicaid Transportation

**MTM Contact Number: 866-269-5927**

All MTM appointments are for non-emergency appointments such as medical, dental, vision and BH. MTM rides are not to be used for ED/urgent care transportation. Also, labs or x-rays are not allowed transportation visits.

## **DIRECTIONS: If the patient wants to use Mileage Reimbursement**

- The patient or front desk staff will need to call MTM and request a trip number for the appointment date. **The trip number can be requested up to 60 days prior to the appointment- but NO later than the day prior to the appointment.**
- If the appointment is over 100 miles from the patient's residence the insurance company will have to prior auth the request. In these circumstances, the provider may have to sign a request and fax back before the trip number is issued.
- The patient brings the mileage log with them to an appointment with trip number. The front desk staff signs the form and is able to fax the form to MTM if requested by the patient.
- Mileage reimbursement is mailed to the patient after form is processed by MTM- they are currently paying \$0.66/per mile.

- Example: Oral Surgery has a patient traveling from Joplin to Rolla to see Dr. Blair for a consultation. The patient will complete a mileage log for 207 miles for each leg of their trip. The patient will submit a total of 414 miles in for mile reimbursement back to MTM. When the patient receives the check in the mail after processing it is for a total of \$273.24.

The patient then decides to schedule with Dr. Blair for his oral surgery. He will repeat the same process for his mileage reimbursement. After the consultation and surgery were completed, the patient was able to be assisted with a total of \$546.48 in mile reimbursement.

**DIRECTIONS: If the patient would like to use MTM driver transportation.**

- The patient or front desk staff will need to call MTM and request a trip number for the appointment date. The trip number can be requested up to 60 days prior to the appointment- but NO later than 3 days prior to the appointment.
- If the appointment is over 100 miles from the patient's residence the insurance company will have to prior auth the request. In these circumstances, the provider may have to sign a request and fax back before the trip number is issued.
- The patient will not be paid for mileage when using MTM driver transportation.
- MTM will ask if the patient would like to schedule pick-up time- most of the time our patients will do a "will call" for pick-up, meaning the front desk staff or patient will call the driver when their appointment is over.