



# Michigan Member Handbook transportation addendum

We recently made updates to our Michigan Member Handbook. Please read the information below.

## Non-Emergency Medical Transportation (NEMT) Services

We have updated our transportation vendor to MTM Health, but please note there are no changes to your benefits.

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Transportation Services (non-emergency). . . . . **1-888-777-4065**

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## Transportation services

### Non-emergency

Your Medicaid benefit provides options for transportation. We provide transportation free of charge for doctor’s visits, lab visits, non-emergency hospital services, prescription pick-up, dental services and other Medicaid covered services, whether those services are provided by UnitedHealthcare Community Plan or through MDHHS directly. In some cases, we may provide bus tokens or if you have your own vehicle or someone else to drive you, you can request mileage reimbursement.

Please call 1-888-777-4065 for more information and to schedule a ride. Please call 72 hours before an appointment so we can make sure we have someone available to transport you. You can request same-day transportation for an urgent non-emergency appointment.

Have this information ready when you call:

- Your name, Medicaid ID number and date of birth
- The address and phone number of where you will be picked up
- The address and phone number of where you are going
- Your appointment date and time
- The name of your provider

Members with any special needs (wheelchair accommodations, oxygen resources, etc.) will want to schedule transportation as early as possible in order to meet your needs with the appropriate vendor.

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If you are receiving services through the local Community Mental Health Services Program (CMHSP) agency, there may be some transportation services that you will continue to receive through the local CMHSP agency. Contact your local CMHSP agency for questions about this benefit.

Please be sure to call us as soon as possible if you need to cancel.

### **Members can request a ride by phone, online or on the MTM Health app 24/7, 365 days a year**

UnitedHealthcare Community Plan has been working with **MTM Health** to improve transportation services for members. Members can now reserve transportation online by visiting **Member Home** | <https://www.mtm-inc.net> and requesting trips when it's convenient for them. Online trips are accepted 24/7, 365 days of the year.

The **MTM Health app** gives you the flexibility to schedule a non-emergency medical ride whenever and wherever you like, directly from a smartphone or tablet.

All you need to do is search for **MTM Health app** on Google Play® or the Apple App Store® and download it to your smartphone or tablet. Have your valid email address handy.

### **With the app you can:**

- Book a trip
- Book mileage reimbursement trip
- Change a scheduled trip
- Cancel a trip
- See where your driver is



### **Where's my ride?**

Call 1- 888-777-4065 if transportation is late. Do not call any other number for assistance with a late ride.

### **Drive yourself?**

You can get reimbursed for gas. Visit [UHCCommunityPlan.com/Michigan](https://UHCCommunityPlan.com/Michigan). Click on See More Benefits and Features under Transportation to get more information and a form to complete.

### **Emergency**

If you need emergency transportation, call **911**.

If you have any questions please call our Member Services department at **1-800-903-5253**, TTY **711**.