

# Non-Emergency Transportation



nh healthy families™

## Remember:

### Use Family and Friends or Public Transportation First!

Helping you get to your non-emergency medical appointments is important to us. There are three easy ways you can access transportation.



## 1. Family and Friends Transportation Reimbursement

Use this option if you have a car, or when a friend or family member with a car can drive you to your medically necessary appointment. Receive reimbursement for gas, parking and tolls. Here's how it works:

- **Family and Friends Transportation Reimbursement will be provided by Medical Transportation Management, Inc. (MTM) through the MTM Currency program.**
- **Before your appointment, call MTM at 1-888-597-1192 to schedule your transportation reimbursement trip**
- **Watch the mail for your Focus Card™ Cardholder Packet.** For security, the packet will come in a plain white envelope. The envelope will have an Indianapolis, Indiana return address. Do not throw the packet away. This could delay receiving funds.
- **Use a Trip Log to track your travel.** MTM will send you a Trip Log or you can print and download a log at [www.mtm-inc.net/mileage-reimbursement](http://www.mtm-inc.net/mileage-reimbursement). Enter your zip code to find the correct log. Complete the log and have your provider sign it for each appointment. Once you submit your log (you have 60 days to submit), MTM will verify the information. Funds will be loaded to your Focus Card™ after your trip is verified.

### Send your completed log to MTM in one of three ways:

**Mail:** Medical Transportation Management, Inc.  
Attention: Trip Logs  
16 Hawk Ridge Drive  
Lake St. Louis, MO 63367

**Fax:** 1-888-513-1610

**Email:** [payme@mtm-inc.net](mailto:payme@mtm-inc.net)



## 2. Public Transportation

- Before your appointment, call MTM at **1-888-597-1192** to schedule your public transportation trip
- MTM will add funds to your Focus Card™ for your pass or ticket in advance of your trip. Use these funds to purchase your fare online or at a local transit depot.

For more information contact Medical Transportation Management, Inc (MTM) at **1-888-597-1192**.



## 3. Contacting MTM for a ride

If you are exempt from using Public Transportation or Family and Friends Transportation Reimbursement, you may contact MTM for a ride.

### Here's how:

Three business days before your appointment, call **1-888-597-1192** for MTM. Share the date and time of your appointment and a ride will be scheduled for you.

*Be sure to save your card for future trips. This is not a one-time use card. New funds will be loaded as you take more trips.*

To schedule transportation to provider offices or facilities for services provided directly by NH Healthy Families, call MTM toll-free at 1-888-597-1192 (TDD/TTY: 711).

For more information, contact NH Healthy Families Member Services at 1-866-769-3085, Monday through Wednesday, 8:00 a.m. to 8:00 p.m. and Thursday through Friday, 8:00 a.m. to 5:00 p.m.

Rules and exemptions are included on the reverse side →

# Rules and Exceptions to Using the Family and Friends Transportation Reimbursement or Public Transportation

## Exceptions to the Family and Friends Transportation Reimbursement Requirement

- You must use Family and Friends Transportation Reimbursement if you have a car, or when a friend or family member with a car can drive you to your medically necessary service
- If you have a car and do not want to enroll in the Family and Friends Program you must meet one (1) of the following criteria to qualify for transportation services:
  - Do not have a valid driver's license;
  - Do not have a working vehicle available in the household;
  - Are unable to travel or wait for services alone; or
  - Have a physical, cognitive, mental or developmental limitation
- If no car is owned or available, you must use public transportation if you meet one (1) of the following criteria:
  - You live less than one half mile from a bus route and your provider is less than one half mile from the bus route;
  - You are an adult under the age of sixty-five (65)

## Exceptions to the Public Transportation Requirement

- If you have two (2) or more children under age six (6) who are traveling with you; or
- If you have one (1) or more children over age six (6) with limited mobility who are accompanying you to the appointment; or
- If you have at least one (1) of the following conditions:
  - Pregnant or up to six (6) weeks post-partum;
  - Moderate to severe respiratory condition with or without an oxygen dependency;
  - Limited mobility (walker, cane, wheelchair, amputee, etc.);
  - Visually impaired;
  - Developmentally delayed;
  - Significant and incapacitating degree of mental illness; or
  - Other exception by provider approval only



### Expanded Transportation

NH Healthy Families offers certain members in care management access to transportation for social health needs and recovery services. For more information, contact your care manager or our Member Services department for assistance!

## Manage Your Rides Online!



*Schedule, review, and cancel your rides from your computer or mobile device*

- Request new rides/cancel rides no longer needed
- Request gas mileage reimbursement trips
- And more!

**Scan the QR code to get started!**

Book your next ride online:

[mtm.mtmlink.net](https://mtm.mtmlink.net)



Need help using MTM Link?

Call our Navigator Line:  
**888-597-1189**

