

MTM TRANSPORTATION RESOURCE GUIDE

CONNECTICUT STATE MEDICAID

Reminders for Reserving Rides



Trip Reservation Line

1-855-478-7350; facilities can select prompt #9 after the language options are announced to connect directly to an agent.



Medical Necessity Forms

For *non-urgent appointments*, fax completed forms to 860-724-7159 or email to CM-Connecticut@mtm-inc.net.

For *urgent appointments* (such as dialysis, chemotherapy, or surgery), email completed forms to CM-ConnecticutUrgent@mtm-inc.net.



Email

CO-CT@mtm-inc.net



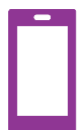
Online Reservations

MTM Link Facility Portal for *healthcare professionals/medical facilities* (access required); email CO-CT@mtm-inc.net for more information on registration.



Days' Notice Requirements

- Book rides with at least two business days' notice.
- Public transit trips must be booked with at least five business days' notice.
- Advance 30-day booking and reoccurring trips available.
- Urgent rides (such as dialysis, chemotherapy, surgery follow-up, hospital discharges, etc.) are available 24/7.
- Encourage members to sign up for text notifications to receive updates from MTM on their upcoming rides, driver information, ETAs, and more.
- Members can also use the MTM Link Member mobile app to manage their rides; the app is available for free on the Apple app store and Google Play.
- Members can also use the MTM Link Member Portal to manage their rides from an internet browser on any computer or mobile device.
- Members can visit <https://www.mtm-inc.net/mtm-link/> for more information on self-service tools.



Member Tools



Reminders for Reserving Rides



Additional Resources and Reminders

- Forms, including Escort Approval Form, Medical Necessity Form, Specialized Transportation Form, and Minor Consent to Travel Form, are available at <https://www.mtm-inc.net/connecticut/facilities/>.
 - Live chat services are available at <https://www.mtm-inc.net/connecticut/facilities/>.
 - To file a complaint, call 1-866-436-0457
 - Trip confirmations/reminders will be received by phone the day prior to the trip.
 - A Medical Necessity Form is required for members traveling over 10 miles in an urban area and 20 miles in a rural area.
 - A Medical Necessity Form is also required for members who qualify for public transit but need a higher mode of transportation.
 - Out-of-state rides cannot be approved without a Specialized Transportation Form.
-