



MO HealthNet

Non-Emergency Medical Transportation



MISSOURI HOME ([HTTPS://WWW.MTM-INC.NET/MISSOURI](https://www.mtm-inc.net/missouri)) | PARTICIPANTS ([HTTPS://WWW.MTM-INC.NET/MISSOURI/PARTICIPANTS](https://www.mtm-inc.net/missouri/participants)) |
TRANSPORTATION PROVIDERS ([HTTPS://WWW.MTM-INC.NET/MISSOURI/TRANSPORTATION-PROVIDERS](https://www.mtm-inc.net/missouri/transportation-providers)) | MEDICAL FACILITIES
([HTTPS://WWW.MTM-INC.NET/MISSOURI/MEDICAL-FACILITIES](https://www.mtm-inc.net/missouri/medical-facilities)) | VER EN ESPAÑOL

Did you know MTM reimburses **\$0.655** per mile when you choose gas mileage reimbursement?
Call 1-866-269-5927 or download the MTM Link Member mobile app

MO HealthNet's Non-Emergency Medical Transportation (NEMT) program provides free rides for eligible MO HealthNet participants. Call MTM to set up a ride to a covered service if you have no other way to get there.

Chat

If you are eligible for NEMT, MTM **can** arrange rides for you to go to an appointment with a MO HealthNet provider near your home. If the provider is far away, you may need to get a note from your doctor.

MTM **cannot** arrange rides for you to go to:

- The pharmacy (unless you have a scheduled vaccination appointment);
- Certain Durable Medical Equipment (DME) services;
- Some Comprehensive Substance Treatment Abuse and Rehabilitation (CSTAR) services;
- Developmental Disability (DD) Waiver Services;
- Some Community Psychiatric Rehabilitation (CPR) services;
- Adult day care services; or
- Services provided in your home

MTM is dedicated to providing safe, reliable rides. If you are a MO HealthNet participant, medical facility, or transportation provider seeking more information about NEMT services, select one of the pages in the menu above for details specific to your needs.



(<https://mtm.mtmlink.net/>)

Download the MTM Link member app today!



(<https://apps.apple.com/us/app/mtm-link-member/id1534737345>)



(https://play.google.com/store/apps/details?id=net.mtmlink.member&hl=en_US&gl=US)



Michael Harris
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🏠 16 Hawk Ridge Drive
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Hours:
🕒 7 a.m. to 6 p.m.
Monday through Friday

To schedule transportation:

Call MTM at 1-866-269-5927 (TTY: 711). If you live in an urban county, call at least two (2) days before your appointment, unless your trip is urgent. If you live in a basic or rural county, call at least three (3) days before your appointment, unless your trip is urgent. MTM schedules routine trips Monday through Friday from 7 a.m. to 6 p.m. You can schedule urgent trips 24 hours a day, seven days a week. You can also use our MTM Link mobile app or web portal to schedule your rides.

[Chat](#)

Schedule Your Rides Online!
(<https://mtm.mtmlink.net/>)

If your ride is late:

Call MTM at 1-866-269-5944 (TTY: 711) if:

- You have waited more than 15 minutes after the pick-up time scheduled during the original ride request
- You have waited more than one (1) hour after calling MTM to schedule a return ride, if a return ride was not scheduled during the original request
- You cannot reach the driver

To file a complaint:

MTM wants to always provide excellent service. Call MTM's "We Care Line" at 1-866-436-0457 (TTY: 711) if you have a complaint about the service you received. You may also use our **convenient online form** (<https://www.mtm-inc.net/contact/>). MTM will follow up on all complaints.

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(<https://accreditnet.urac.org/directory/#/certification>)

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Nevada Non-Emergency Medical Transportation (<https://www.mtm-i>)
Idaho Non-Emergency Medical Transportation (<https://www.mtm-i>)
Trillium Community Health Plan (<https://www.mtm-inc.net/oreg>)