

Medicaid Transportation

Missouri Non-Emergency Medical Transportation - NEMT (mtm-inc.net)

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.

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.

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.

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**. MTM will follow up on all complaints.