

At MTM, Customer Service is still **King**

Challenge:

The managed care market is highly competitive, and identifying real value can be challenging. In 2007, Children's Mercy Family Health Partners (CMFHP) sought cost savings for their growing operation, which was expanding from serving members in Missouri to include Kansas. Prior to the expansion, Medical Transportation Management, Inc. (MTM) effectively handled the members in Missouri with high satisfaction ratings. CMFHP valued this satisfaction, but assumed that another broker with a lower bid would provide the same results. Following a competitive bid process, CMFHP contracted with another broker to handle the expanded (Missouri and Kansas) operations.

Solution:

After only six months with the lowest bidder, CMFHP returned to MTM to serve both the Missouri and Kansas members because they recognized the value we provide beyond simply a lower price. Through our proven best practices, automated management system, and sincere commitment to quality, MTM is able to maintain very high member satisfaction rates while keeping costs low.

Results:

According to weekly satisfaction surveys of CMFHP members in 2008, MTM maintained a satisfaction rate of over 94% with realistic pricing. As one health plan administrator recently said, "Price, as always, is an important consideration. However, there are other factors to take in to consideration."



"MTM has consistently shown itself to be a leader in the field of NEMT, as well as the leader in terms of quality. In early 2007 we changed NEMT providers, but returned to them [MTM] just a few months later, we missed the commitment to service and flexibility provided by MTM."

Cindy Mense, Director of Customer Relations,
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