

# Children's Care Plus

4707 St. Antoine, Suite G20 Detroit, MI 48201

February 19, 2007

To Whom It May Concern:

I have worked with Medical Transportation Management Inc. (MTM) since 2003 when they contracted with Children's Choice of Michigan. Children's Choice was a statewide special health plan sponsored by the Michigan Department of Community Health (MDCH) for children with special needs that closed September 30, 2004. During this time MTM was the only company that could meet our requirement to provide statewide transportation services for our membership. Our membership consisted of about 3,000 members and about 5-10% of our membership required transportation services to get to their medical appointments and therapies. MTM's level of service was very good and they were able to meet our needs as well as the needs of our diverse and special needs membership with minimal problems or issues.

MTM's exemplary level of service came to the attention of MDCH's Children Special Health Care Services (CSHCS) program when the Detroit Medical Center (DMC) extended its contract with CSHCS effective October 1, 2004. At that time our focus changed from a special health plan to providing Care Coordination and Case Management services for children with special needs and at that time our name changed to Children's Care Plus. We contracted with MTM (for CSHCS) to continue to provide transportation for the entire CSHCS statewide membership. CSHCS has a membership of about 30,000 members with about 5-10% of them needing transportation services to get to their medical appointments and therapies. MTM has continued to provide excellent service for the CSHCS members and has been able to meet all of our needs.

MTM has always been dedicated to provide service above and beyond for its clients. We have had a very good working relationship and I am impressed with the fact that they handle problems and issues in a timely manner. Based on my positive experiences with MTM and its employees, I would highly recommend them for a contract with your state and/or program.

Sincerely,

Angela L. Lee, RN, MSN  
Director Care Coordination  
Children's Care Plus