



July 7, 2006

To Whom It May Concern:

Mercy CarePlus is a Medicaid HMO contracted with the State of Missouri. We are mandated by the State to provide non-emergent medical transportation services to children and adults. Since 1995 we have contracted with Medical Transportation Management (MTM) as our non-emergent transportation benefits management organization.

Mercy CarePlus has delegated credentialing and complaints and grievances to MTM. MTM has a thorough compliant program that leads to a strong network of committed transportation providers serving the Medicaid population. MTM has developed, implemented and enhanced their fraud and abuse policies. Through strong oversight, MTM has been able to limit unnecessary payments, which result in more dollars available to deliver the needed transportation services to our members. MTM has demonstrated the ability to manage their allotted funds to provide cost effective transportation services to the members and adequate reimbursement to their providers. MTM's financial reports indicate an appropriate amount of reserving for its claims liability.

MTM has continued to grow its provider network while maintaining the satisfaction and retention of its existing providers. Mercy CarePlus received exemplary member satisfaction scores regarding its transportation services. This is primarily due to MTM's quality credentialing and recruitment program, as well as the professional and respectful attitude of all of MTM's staff.

Mercy CarePlus believes that MTM has proven its value to Mercy CarePlus, our members and the State of Missouri. We would highly recommend MTM as your Transportation Benefit Manager. Should you have any questions please do not hesitate to call me.

Kindest Regards,

Cris Cristea  
Chief Operating Officer  
Mercy CarePlus