



Media Release

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MTM's Lake St. Louis Care Management Department from left to right: Jeanie Butler, Linda Kifer, Pam Pruden, Debra Bayless, Laurie Menees, Helen Rabe, Terry Savage, Sheila Lammert, Jenni Hensiek, Viviene Heron, Yolanda Hewing, Jessica Dapp, Melonie Wynkoop, Tonya Mitchell, Treneca Johnson, Patricia Weakley, and Terra Weckherlin. Not pictured, Anna Lee and Sherry Moore.

Medical Training Increases Positive Health Care Outcomes

LAKE SAINT LOUIS, MO, – In early September, the entire Medical Transportation Management, Inc. (MTM) Care Management Department, inclusive of 19 Care Managers, filled the company's boardroom for medical training provided by HealthCare USA, a national managed care organization (MCO). Care Managers are specially trained representatives that schedule non-emergency medical transportation (NEMT) for Medicaid and Medicare beneficiaries with special needs. The training focused on how timely transportation affects the health outcomes of



patients with asthma, diabetes, sickle cell anemia and high-risk pregnancy.

During the training, Care Managers learned the importance of early treatment to minimize or prevent asthma attacks, or complications from diabetes and sickle cell crisis. *“The training was excellent! Care Managers are compassionate people to start with, but this really provided us with greater knowledge of the diseases and health risks. The training moved the medical condition off the pages of a fax or e-mail and really helped each Care Manager understand what the patient might be experiencing,”* said Anne Lee, MTM’s Education, Training and Outreach Coordinator.

“Training Care Managers on conditions such as asthma, diabetes, sickle cell anemia, and high-risk pregnancy helps MTM achieve the federal mandate of placing Medicaid recipients on the most appropriate mode of transportation,” said Alaina Maciá, MTM President and CEO. *“This healthcare-minded approach to NEMT helps improve the health outcomes of our passengers and actually saves funding in the end. As we ensure these patients attend their routine and unscheduled appointments in a timely manner, we help minimize or prevent exacerbation of the condition, which helps to reduce costly emergency room visits and hospitalizations,”* Maciá added.

According to federal mandates, each State’s Medicaid program must provide transportation to and from Medicaid covered services using the least expensive mode appropriate to the client’s health and intellectual abilities. A transportation broker serves as a gatekeeper - determining eligibility, assigning the appropriate mode, scheduling the transportation with qualified local providers and paying transportation providers for services rendered. MTM is a Lake St. Louis based transportation broker that has led the industry in designing programs that best meet the objectives of state, county and Managed Care Organization NEMT programs.



MTM developed the NEMT industry's first Utilization Care Management Department. Care Managers coordinate special needs trips such as dialysis, chemotherapy, high-risk obstetrical care, behavioral health services, transplants and hospital discharges. They are responsible for collaborating with medical providers to determine the appropriate mode of transportation to meet each individual's needs.

MTM provides industry-leading programs in non-emergency transportation management for more than 1.6 million people annually. The company operates health care access and assessment programs in 16 states and the District of Columbia via 25 contracts with state and county governments, Medicaid and Medicare managed care organizations (MCO), and health care providers. Founded in 1995, the company is a privately held woman-owned business enterprise.

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Helping People Access Healthcare through Quality Transportation Management