



## ***Media Release***

### **FOR IMMEDIATE RELEASE**

February 4, 2008

**Contact:** 636-561-5686

Sandra Spooner, ext. 5517 [sspooner@mtm-inc.net](mailto:sspooner@mtm-inc.net)

Or

Marlene Slusser, ext. 5572 [msslusser@mtm-inc.net](mailto:msslusser@mtm-inc.net)

### **MTM Celebrates One Year of 24/7 Service from Lake St. Louis**

LAKE SAINT LOUIS, MO, – Medical Transportation Management, Inc. (MTM), the nation's leader in innovative transportation solutions for non-emergency medical transportation, today announced it is celebrating one year of 24/7 customer service from its corporate office in Lake St. Louis, Missouri. The company moved 24-hour service from its Kansas operation on February 1, 2007. MTM schedules non-emergency transportation for recipients of Medicaid, Medicare and contracted MCO clients. The majority of overnight calls are reserved for hospital discharges. Alaina Maciá, President and CEO said, "Without 24-hour trip scheduling services, an after-hours hospital discharge would otherwise have to go by ambulance, when in most cases a sedan vehicle will suffice, which is obviously much more costly. By providing 24-hour customer services, MTM helps reduce transportation costs for our clients."

The company will commemorate the anniversary on Tuesday, February 5, with a "24-Hour Diner" serving up breakfast, lunch, and dinner, prize drawings, and a trivia contest.

Previously, the Lake St. Louis call center operated from 6:00 a.m. to 6:00 p.m. The months of planning prior to the go-live of 24-hour service ensured a smooth transition. Workers volunteered to take on the new second and third shift schedules. Those selected underwent special training to address after-hours issues.

MTM provides industry-leading programs in non-emergency transportation management for more than 3.4 million people annually. The company operates health care access and assessment programs in 16 states and the District of Columbia via 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.

###

*Helping People Access Healthcare through Quality Transportation Management*