



Media Release

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Who Ya Gonna Call?

LAKE SAINT LOUIS, MO, –Over 2 million people across 27 states and the District of Columbia call Medical Transportation Management, Inc. (MTM) to schedule transportation to and from medical appointments or social services programs. To meet the company’s expanding service needs and goals, MTM will call upon the experience and customer-centered leadership of its new Vice President of Customer Service Center Operations, Tim Hanlon. Hanlon has over twenty years of experience in the field.



“I am excited to join MTM and look forward to accomplishing great things here through our committed team of service professionals. The customer really is the center of all we do. I approach customer service with a team-based management style inclusive of mentoring, coaching, and leadership development. We have to do an exemplary job of handling the transportation requests from our plan members and will work to build self-service capabilities that will offer added value,” Hanlon said.



Hanlon previously served as Senior Consultant for IBM and Covestic Consulting in the State of Washington, specializing in call center operations. He has also served as VP of Customer Service for Time Warner Cable and Skytel. Hanlon started his career in St. Louis with Ozark Airlines and is delighted to be back home in the transportation business.

Alaina Macia, President and CEO of MTM said, “In his new role, Tim will ensure effective coordination of our telephony system across our six customer service center operations. He has already conducted a needs assessment of our customer service center operations and has initiated the implementation of a robust plan to maximize our software tools and streamline processes. We look forward to the long-term impact on our customer service centers.”

MTM removes transportation barriers for more than 2 million people annually. State and county governments, Medicaid and Medicare managed care organizations (MCO), and health care providers rely on MTM to meet quality and safety standards while containing costs. Each year, MTM processes some 1.6 million calls, scheduling 4 million trips. MTM is a privately held, woman-owned business enterprise, founded in 1995.

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Helping People Access Healthcare through Quality Transportation Management