



Florida Non-Emergency Medical Transportation (NEMT) Recipient Handbook

Provided by Medical Transportation Management (MTM)

How to Use Your NEMT Benefit

MTM is a new NEMT manager in Florida. MTM provides NEMT in regions 3 through 8.

You may get a ride from MTM beginning March 1. You must be eligible for Medicaid. You must live in region 3, 4, 5, 6, 7, or 8. You may not be enrolled in a managed care plan.

This handbook will help you use NEMT services to see your doctor.

How do I schedule a ride?

Routine Rides

Call MTM at 1-844-239-5974 to schedule a routine ride. You can call Monday through Friday. We take calls from 8 a.m. to 5 p.m. Call at least three business days before you need a ride. Business days include the day you call but not the day of your trip. If your ride is not urgent and you call with less notice you may need to reschedule.

Urgent Rides

Call MTM at 1-844-239-5974 to schedule an urgent ride. You can call for an urgent ride 24 hours a day, seven days a week. Urgent rides include those to:

- Urgent care services
- Hospital/facility inpatient and outpatient discharges
- Emergency room discharges

Urgent rides will be provided in three hours or less. We do not give rides for emergencies. Call 911.

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What kind of ride can I get?

You must be eligible to get a ride. You will receive the type of ride that best meets your needs.

Types of rides available include:

- Public transportation
- Mileage reimbursement
- Multi-load vehicles
- Wheelchair vehicles
- Stretcher vehicles
- Private volunteer transport

If you ride the bus to get to the doctor, MTM will mail you a ticket or pass.

What do I need to provide to get a ride?

Please have the following information ready when you call:

- Your name, home address, and phone number
- Your Medicaid ID number
- The street address and phone number where you want to be picked up
- The name, phone number, address, and ZIP code of the doctor you are seeing
- The date and time of your appointment
- The end time of your appointment, if known
- Any special needs, including the need for someone to ride with you
- General reason for the appointment (for example, health care provider visit, check-up, eye appointment)

If you don't have this ready when you call you may not be able to set up your ride. You will have to call MTM back. You will get a trip number. If you ride the bus to get to the doctor, MTM will mail you a ticket or pass. If you will get picked up, we will tell you when to be ready for your ride.

How do I cancel a ride?

Call 1-844-239-5974 to cancel your ride. You must cancel your ride if you can't go to your appointment. Please call at least 24 hours before your ride.

Si necesita esta información en Español, por favor visite www.mtm-inc.net/florida



What language can I speak when I call MTM?

You may speak to MTM in English or Spanish. MTM can translate for other languages. We also have TTY/TDD services. All documents are offered in alternate formats, including Spanish and Braille. You can get these formats for free by calling 1-844-239-5974.

What are the rules for riding?

You must follow these rules when riding with MTM:

- Schedule routine rides at least three business days in advance
- Provide your pick-up place, drop-off place, and why you need the ride when you call
- Be ready and watching for your ride at your pick-up time
- Call MTM 24 hours in advance or as soon as possible to cancel a ride
- Be thoughtful of other passengers in your vehicle if you are sharing a ride to your doctor
- Do not bring alcohol, drugs, or weapons in the vehicle
- Use your seatbelt
- Do not physically or verbally abuse other passengers or the driver
- Do not smoke, eat, or drink in the vehicle

What happens if I don't show up for my ride?

MTM monitors no shows. If you don't show up for your ride we will report it to the Agency.

How do I report fraud or abuse?

We take fraud and abuse seriously. Call MTM at 1-844-239-5974 to report fraud. You can also call our WeCare line at 1-866-436-0457.

How do I file a complaint, appeal, or fair hearing request?

You may file a complaint or appeal Monday through Friday. We are open from 8 a.m. to 5 p.m. We do not take complaints or appeals on state holidays.

We can help you file your complaint, appeal, or fair hearing request. We can provide interpreter and TTY/TDD services as needed.



Complaints

To file a complaint with MTM, you or your representative can:

- Call MTM's WeCare line at 1-866-436-0457
- Write to MTM at:
MTM, Inc.
16 Hawk Ridge Drive
Lake Saint Louis, MO 63367
Attention: Quality Management

When you file a complaint, you must provide:

- Your name and Medicaid ID number
- The date of service
- Your trip number

Complaints may be filed within one year of the event. When we get your complaint, MTM will contact you within three business days. We will tell you the result of the complaint in a letter within 14 business days.

Appeals

If you are unhappy with how your complaint was resolved, you can file an appeal:

- Call MTM's WeCare line at 1-866-436-0457 and ask to file an appeal
- Write to MTM at:
MTM, Inc.
16 Hawk Ridge Drive
Lake Saint Louis, MO 63367
Attention: Appeals Department

You must file your appeal within 30 days of receiving a notice of action. MTM will review your appeal. We will tell you the result of the appeal in a letter within 14 business days. You must file a written appeal within ten days of an oral appeal.



Fair Hearings

You may request a fair hearing if you are unhappy with your appeal. Fair hearings are conducted by Florida's Office of Appeal Hearings. You may bring a representative to your hearing.

You may ask for a fair hearing within 90 days of the appeal notice. Contact your local Medicaid office or the Office of Appeal Hearings:

- Call toll free at 1-877-254-1055 to reach your local Medicaid office
- Call the Office of Appeal Hearings at 850-488-1429
- Fax the Office of Appeal Hearings at 850-487-0662
- Email the Office of Appeal Hearings at Appeal_Hearings@dcf.state.fl.us
- Write to the Office of Appeal Hearings at:
Department of Children and Families
Office of Appeal Hearings
Building 5, Room 255
1317 Winewood Boulevard
Tallahassee, FL 32399-0700

Continuation of Services

You may request a continuation of services for MTM to continue your NEMT benefits through your appeal or fair hearing if:

- The appeal involves the termination, suspension, or reduction of a previously authorized course of treatment
- Services were ordered by an authorized provider
- The original period covered by the original authorization has not expired
- You request an extension of benefits

You must make your request within ten days of receiving the notice of action. You must also make your request within ten days after the intended effective date of the proposed action. If the hearing upholds MTM's action, you may be held liable for the cost of NEMT services. Services will continue until you withdraw your appeal or the fair hearing is completed.



Do I have a copayment for rides?

You will have a \$1.00 copayment each way of a trip. The following recipients are exempt from copayment:

- Recipients under 21 years old
- Pregnant women going to a pregnancy-related appointment or an appointment related to any other medical condition that may complicate the pregnancy
- Recipients who are eligible under the Medicaid Institutional Care Program (ICP)
- Recipients who require emergency services after the sudden onset of a medical condition which if left untreated would place the recipient's health in serious jeopardy
- Recipients receiving services or supplies related to family planning
- Recipients who are enrolled in Medicaid health maintenance organizations (HMOs) or capitated Provider Service Networks (PSNs)
- Recipients enrolled in a Medicaid Prepaid Mental Health Plan when receiving a mental health service
- Recipients participating in a hospice program

How does MTM protect my information?

MTM respects your right to privacy. We abide by all privacy and security laws. This includes HIPAA.