# Medical Facility Transportation Resource Guide

MTM is committed to partnering with medical facilities in Mississippi to ensure seamless, successful transportation delivery to Members. We want to be the best partner possible for your facility to ensure your Members are served appropriately. MTM offers several dedicated resources to your staff for scheduling rides for Members and delivering support services.

Use this Resource Guide as a convenient means for contacting MTM with your needs. It contains useful contact information for Facilities and Members to utilize.

## Mississippi DOM

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| **How to Request Transportation** | **Days’ Notice** | **Additional Contacts** |
| Facilities Should: |
| **Call the Reservation Line:**1-886-332-5502**Register to schedule trips online:** <https://mtminc.formstack.com/forms/mtm_facilities_portal_registration_request>  | **Hours to Call:**MTM is open 7 days a week/24 hours a day for routine and urgent requests**Routine Appointments:**3 business days**Urgent Appointments:**MTM is open 7 days a week/24 hours a day for routine and urgent requests | **MTM Facility Provider Page:** <https://www.mtm-inc.net/mississippi/>**Care Management:**CM-MS@mtm-inc.net**Community Outreach:**CO-MS@mtm-inc.net**File a Complaint:**1-866-436-0457 |
| Members Should: |
| **Call the Reservation Line:**1-866-331-6604 |

## Molina MS Medicaid

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| **How to Request Transportation** | **Days’ Notice** | **Additional Contacts** |
| Facilities Should: |
| **Call the Reservation Line:**1-888-597-1203**Register to schedule trips online:** <https://mtminc.formstack.com/forms/mtm_facilities_portal_registration_request>  | **Hours to Call:**MTM is open 7 days a week/24 hours a day for routine and urgent requests**Routine Appointments:**48 hours, including weekends**Urgent Appointments:**MTM is open 7 days a week/24 hours a day for routine and urgent requests | **MTM Facility Provider Page:** <https://www.mtm-inc.net/mississippi/>**Care Management:**CM-MS@mtm-inc.net**Community Outreach:**CO-MS@mtm-inc.net**File a Complaint:**1-866-436-0457**Email:**QM@mtm-inc.net |
| Members Should: |
| **Call the Reservation Line:**1-888-597-1206 |

## Centene MS Medicaid (Magnolia)

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| **How to Request Transportation** | **Days’ Notice** | **Additional Contacts** |
| Facilities Should: |
| **Call the Reservation Line:**1-886-332-5502**Register to schedule trips online:** <https://mtminc.formstack.com/forms/mtm_facilities_portal_registration_request>  | **Hours to Call:**MTM is open 7 days a week/24 hours a day for routine and urgent requests**Routine Appointments:**3 business days**Urgent Appointments:**MTM is open 7 days a week/24 hours a day for routine and urgent requests | **MTM Facility Provider Page:** <https://www.mtm-inc.net/mississippi/>**Care Management:**CM-MagnoliaMS@mtm-inc.net**Community Outreach:**CO-MS@mtm-inc.net**File a Complaint:**1-866-912-6285 |
| Members Should: |
| **Call the Reservation Line:**1-866-331-6604 |

## UHC MS Medicaid 2019

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| **How to Request Transportation** | **Days’ Notice** | **Additional Contacts** |
| Facilities Should: |
| **Call the Reservation Line:**1-866-332-5502**Register to schedule trips online:** <https://mtminc.formstack.com/forms/mtm_facilities_portal_registration_request>  | **Hours to Call:**MTM is open 7 days a week/24 hours a day for routine and urgent requests**Routine Appointments:**3 business days**Urgent Appointments:**MTM is open 7 days a week/24 hours a day for routine and urgent requests | **MTM Facility Provider Page:** <https://www.mtm-inc.net/mississippi/>**Care Management:**CM-UnitedofMS@mtm-inc.net**Community Outreach:**CO-MS@mtm-inc.net**File a Complaint:**1-877-743-8731 |
| Members Should: |
| **Call the Reservation Line:**1-844-525-3085 |