MS NET Services Frequent Asked Questions

1. **How can MTM Contact Center and Community Outreach help facilities?**

MTM’s Contact Center team:

* + Assists with mode of transportation (Level of Need Assessment)
  + Provides additional training when requested
  + Provides assistance with MTM Link
  + Assists with difficult/out of the ordinary requests
  + Manages ancillary service requests

1. **What is MTM Link?**

MTM Link lets you book new rides, review existing rides, cancel rides and renew recurring rides for your patients from your computer.

1. **Can Urgent Care Facility Discharges and Hospital Discharges be called into the Customer Service Center 24/7?**

Yes.

1. **Does MTM provide emergency transportation?**

No – 911 should be called for emergency services.

1. **What are some examples of emergency trips?**
   * Life threatening situations
   * Uncontrolled bleeding
   * If immediate medical treatment is required
2. **Does MTM schedule urgent trips?**

Yes.

1. **What are some examples of urgent trips?**
   * Trips that are verified urgent by a medical professional
   * Hospital discharges
2. **Can NET be arranged if a Beneficiary’s eligibility is pending?**

No.

1. **How will the Beneficiary’s level of service be determined by MTM?**

If a Beneficiary cannot use public transportation a Level of Need Assessment form will be required from the Beneficiary’s physician.

1. **Does MTM facilitate recurring trips?**

Yes, recurring trips can be arranged for a maximum of six months for dialysis appointments and maximum of three months for other types of recurring appointments.

1. **Can recurring trips be scheduled through SMP?**

Yes.

1. **How does MTM determine the mode of transportation for a Beneficiary?**

Through MTM’s Level of Need Process initiated at Call Intake.

1. **How many trips can a Beneficiary have in one day?**

One round trip or a three legged trip. A round trip consists of two legs; home to a covered medical appointment and then from the medical appointment back home. A three legged trip is when the Beneficiary has two appointments in one day; home to a covered medical appointment, then from that appointment to a different covered medical appointment and then from the second appointment back home. More than three legs in one day will be handled on a case by case basis.

1. **What time should a social worker use when requesting a trip to a dialysis appointment for a Beneficiary?**

The social worker should state to the MTM representative or select in the SMP, the time the Beneficiary needs to arrive to the dialysis facility.

1. **What if the return time for an appointment is not known?**

The MTM representative will place the trip in a “will call” status or the social worker may select “don’t know” in SMP. The social worker, Beneficiary, or other facility staff may call MTM when the Beneficiary is ready for their return ride. This process will require a one hour window of opportunity for the driver to arrive for pick-up.

1. **Who should a social worker contact if they encounter recurring issues with transportation?**
   * To file a formal complaint, please contact MTM’s Quality Management Complaints Line at 866-436-0457.
   * A social worker may also contact MTM’s Community Outreach Coordinator s at [CO-MS@mtm-inc.net](mailto:CO-MS@mtm-inc.net).