

Florida Medicaid
Non-Emergency Transportation
Program
Member Handbook



Updated April 2022

NON-DISCRIMINATION NOTICE


MTM complies with applicable Federal civil rights laws. We do not discriminate on the basis of race, color, national origin, age, disability, or sex. MTM does not exclude people or treat them different because of race, color, national origin, age, disability, or sex.

MTM provides free aids and services to people with disabilities to communicate effectively with us, including:

- TTY/TDD services
- Written information in other formats, such as large print, audio, and accessible electronic formats

If you need these services, call us at 1-844-239-5974 (TTY: 711).

If you do not speak English, call us at 1-844-239-5974. We have access to interpreter services and can help answer your questions in your language. We can also help you find a health care provider who can talk with you in your language.

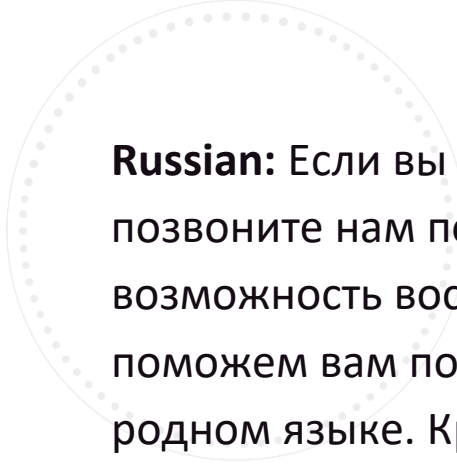


Spanish: Si usted no habla inglés, llámenos al 1-844-239-5974. Ofrecemos servicios de interpretación y podemos ayudarle a responder preguntas en su idioma. También podemos ayudarle a encontrar un proveedor de salud que pueda comunicarse con usted en su idioma.

French: Si vous ne parlez pas anglais, appelez-nous au 1-844-239-5974. Nous avons accès à des services d'interprétariat pour vous aider à répondre aux questions dans votre langue. Nous pouvons également vous aider à trouver un prestataire de soins de santé qui peut communiquer avec vous dans votre langue.

Haitian Creole: Si ou pa pale lang Anglè, rele nou nan 1-844-239-5974. Nou ka jwenn sèvis entèprèt pou ou, epitou nou kapab ede reponn kesyon ou yo nan lang ou pale a. Nou kapab ede ou jwenn yon pwofesyonèl swen sante ki kapab kominike avèk ou nan lang ou pale a.

Italian: Se non parli inglese chiamaci al 1-844-239-5974. Disponiamo di servizi di interpretariato e siamo in grado di rispondere alle tue domande nella tua lingua. Possiamo anche aiutarti a trovare un fornitore di servizi sanitari che parli la tua lingua.



Russian: Если вы не разговариваете по-английски, позвоните нам по номеру 1-844-239-5974. У нас есть возможность воспользоваться услугами переводчика, и мы поможем вам получить ответы на вопросы на вашем родном языке. Кроме того, мы можем оказать вам помощь в поиске поставщика медицинских услуг, который может общаться с вами на вашем родном языке.

IMPORTANT CONTACT INFORMATION

Resource	Details	Time Availability
Member Help Line/TTY	1-844-239-5974 (TTY: 711)	Available 24 hours
Website	www.mtm-inc.net/floridaffs	Available 24 hours
Office Address	759 S. Federal Highway, #301 Stuart, FL 34994	Monday – Friday 8 a.m. – 5 p.m. EST
Office Telephone Number	772-266-4971	Monday – Friday 8 a.m. – 5 p.m. EST

OTHER HELPFUL RESOURCES

	Resource Information
Member Help Line/TTY	1-844-239-5974 (TTY: 711)
To report suspected cases of abuse, neglect, abandonment, or exploitation of children or vulnerable adults	Call: 1-800-96-ABUSE (1-800-962-2873) TTY: 711 or 1-800-955-8771 Website: http://www.myflfamilies.com/service-programs/abuse-hotline
For Medicaid eligibility	Call 1-866-762-2237 TTY: 711 or 1-800-955-8771 Website: http://www.myflfamilies.com/service-programs/access-florida-food-medical-assistance-cash/medicaid
To report Medicaid fraud and/or abuse or to file a complaint about a health care facility	Call: 1-888-419-3456 Website: https://apps.ahca.myflorida.com/mpi-complaintform/
To request a Medicaid Fair Hearing	Call: 1-877-254-1055 Fax: 1-239-338-2642 (fax) Email: MedicaidHearingUnit@ahca.myflorida.com
To file a complaint about Medicaid services	Call: 1-877-254-1055 TDD: 1-866-467-4970 Website: http://ahca.myflorida.com/Medicaid/complaints/
For after-hours service	Call: 1-844-239-5974
For emergencies	Call: 911, or go to the nearest emergency room

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WELCOME TO YOUR NON-EMERGENCY TRANSPORTATION BENEFIT

MTM has a contract with the Florida Agency for Health Care Administration (AHCA) to provide non-emergency ride services to people with Medicaid. This is called the **Non-Emergency Transportation (NET) Program**. You are enrolled in NET services through MTM. This means that we will offer you Medicaid transportation services to get to your Medicaid appointments. We work with a group of transportation providers to help meet your transportation needs.

This handbook will be your guide for NET services available to you. You can ask us any questions, or get help making appointments. If you need to speak with us, just call us at 1-844-239-5974.

SECTION 1: WHAT DO I NEED TO PROVIDE TO GET A RIDE?

Please have the following information ready when you call to schedule a ride:

- 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 (EX: doctor appointment, check-up, eye appointment, dentist appointment)

If you don't have this information with you when you call, we may not be able to set up your ride. You will receive a trip number once the request for transportation is properly processed.

SECTION 2: YOUR PRIVACY

You have rights when it comes to protecting your health information, such as your name, Medicaid identification number, race, ethnicity, and other things that identify you. We will not share any health information about you that is not allowed by law. If you have any questions, call 1-844-239-5974.

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

SECTION 3: GETTING HELP

Our Customer Care Representatives can answer all of your questions. We can help you schedule a ride and explain any changes that might affect you or your family's transportation benefits.

CONTACTING MTM DURING REGULAR BUSINESS HOURS

You may call us at 1-844-239-5974 (TTY: 711), Monday through Friday from 8 a.m. to 5 p.m. Our phone lines are not open on state-approved holidays (like Christmas Day and Thanksgiving Day).

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.

CONTACTING MTM AFTER REGULAR BUSINESS HOURS

If you call when we are closed, please leave a message. We will call you back the next business day. However, you can also schedule urgent rides after hours. 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 for:

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

Urgent rides will be provided in three hours or fewer. We do not give rides for emergencies. Call 911. You may also schedule non-urgent rides after regular business hours using our MTM Link web portal or mobile app. Please visit www.mtm-inc.net/floridaffs for additional details on MTM Link.

SECTION 4: DO YOU NEED HELP COMMUNICATING?

If you do not speak English, we can help. We have people who help us talk to you in your language. We provide this help for free.

For people with disabilities: If you use a wheelchair, are blind, or have trouble hearing or understanding, call us if you need extra help. Also, we have services like:

- Telecommunications Relay Service. This helps people who have trouble hearing or talking to make phone calls. Call 711 and give them our trip reservation line phone number. It is 1-844-239-5974. They will connect you to us.
- Information and materials in large print, audio (sound); and braille
- Help in making or getting to appointments

All of these services are provided free to you.

SECTION 5: WHEN YOUR INFORMATION CHANGES

If any of your personal information changes, let us know as soon as possible. You can do so by calling 1-844-239-5974. We need to be able to reach you about your health care needs.

The Department of Children and Families (DCF) also needs to know when your name, address, county, or telephone number changes as well. Call DCF toll free at 1-866-762-2237 (TTY 1-800-955-8771) Monday through Friday from 8 a.m. to 5:30 p.m. You can also go online and make the changes in your Automated Community Connection to Economic Self Sufficiency (ACCESS) account at <https://dcf-access.dcf.state.fl.us/access/index.do>. You may also contact the Social Security Administration (SSA) to report changes. Call SSA toll free at 1-800-772-1213 (TTY 1-800-325-0778), Monday through Friday from 7 a.m. to 7 p.m. You may also contact your local Social Security office or go online and make changes in your Social Security account at <https://secure.ssa.gov/RIL/SiView.do>.

SECTION 6: YOUR MEDICAID ELIGIBILITY

In order for AHCA to pay for your transportation services, you have to be covered by Medicaid and enrolled in our plan. This is called having Medicaid eligibility. DCF decides if someone qualifies for Medicaid.

Sometimes things in your life might change, and these changes can affect whether or not you can still have Medicaid. It is very important to make sure that you have Medicaid before you go to any appointments. Just because you have a Medicaid ID card does not mean that you still have Medicaid. Do not worry! If you think your Medicaid has changed or if you have any questions about your Medicaid, call 1-844-239-5974 and we can help you check on it.

If you lose your Medicaid eligibility: If you lose your Medicaid and get it back within 180 days, you will be enrolled back into our plan.

If you have Medicare: If you have Medicare, continue to use your Medicare ID card when you need medical services (like going to the doctor or the hospital), but also give the provider your Medicaid Plan ID card too.

SECTION 7: ACCESSING SERVICES

If you need a ride to a Medicaid appointment and do not have a way to get to your appointment, you may be able to receive Medicaid transportation services. To find out if we can give you a ride, you must call us for permission. This is called **prior authorization**. You might be able to get a ride for several reasons, including:

- You do not have a valid driver's license
- You do not have a working car in the household
- You cannot travel or wait for services alone
- You have a physical, cognitive, mental, or developmental limitation. Then we will decide if that service can help you. We use rules from the Agency for Health Care Administration to make these decisions.



▲ TYPES OF RIDES AVAILABLE

After we confirm that you need a ride, we will match you with the type of ride that best meets your needs. Types of rides available include:

- Mass transit and public transportation, like city buses or trains
- Medical vehicles, like wheelchair or stretcher vans
- Taxis
- Ride sharing services
- Multi-loaded passenger vans
- Private vehicles
- Ambulances

▲ STANDING ORDER (RECURRING) TRIP REQUESTS

A recurring trip is when you need transportation to appointments with sequential dates and times on a daily, weekly, or bi-weekly basis for an extended period. You may schedule recurring trips for up to 30 days at a time in most cases. You may schedule for more than 30 days in advance for the following conditions or services (including but not limited to):

- Dialysis
- Chemotherapy
- Dialectical behavior therapy
- Methadone maintenance
- Radiation treatment

▲ EMERGENCY CARE

You have an **emergency** when you need immediate attention to stop bleeding, relieve severe pain, or save a tooth. Some examples are:

- Broken bones
- Abscess
- Bleeding that will not stop
- You are pregnant, in labor and/or bleeding
- Trouble breathing
- Chest pains
- Suddenly unable to see, move, or talk

Emergency services are what you get when you are very ill or injured. These services try to keep you alive or to keep you from getting worse. They are usually delivered in an emergency room.

We do not provide emergency transportation. If your condition is severe, call 911 or go to the closest emergency facility right away. You can go to any hospital or emergency facility. If you are not sure if it is an emergency, call your doctor. Your doctor will tell you what to do.

URGENT CARE

Urgent care is not emergency care. Urgent care is needed when you have an injury or illness that must be treated within 48 hours. Your health or life are not usually in danger, but you cannot wait to see your doctor or it is after your doctor's office has closed. Please call 1-844-239-5974 to inquire about scheduling a short notice trip for urgent care.

PROVIDERS IN OUR PLAN

For the most part, you must use transportation providers that are in our provider network. Our provider network is the group of transportation subcontractors that we work with. You can choose from any provider in our provider network. This is called your **freedom of choice**. If you use a transportation provider that is not in our network, you may have to pay for that service.

You will find a list of providers that are in our network in our provider directory. If you do not have a provider directory, call 1-844-239-5974 to get a copy. MTM will determine which provider is most appropriate for your trip. You should not contact the transportation provider directly. Please call 1-844-239-5974. We will determine the best type of transportation for you.

PROVIDERS NOT IN OUR PLAN

We ask that you book your trip at least three business days in advance. This will allow us sufficient time to locate an in-network provider. If we are unable to locate an in-network provider, you may be able to use an out-of-network provider.

There are some times when you can get from providers who are not in our plan. If you need a service and we cannot find a provider in our plan for these services, we will help you find another provider that is not in our plan. Remember to check with us first before you use a provider that is not in our provider network. If you have questions, call 1-844-239-5974.

WHEN WE PAY FOR YOUR SERVICES

We will cover your trips if you are enrolled in Medicaid and we have approved your trip ahead of time.

WHAT DO I HAVE TO PAY FOR?

MTM and our providers do not charge for transportation services. However, you may have to pay for services if we did not approve it first. You should never receive a bill from a provider, but if you do, call Member Services. Do not pay the bill until you have spoken to us. We will help you.

Some people do not have to pay anything toward their trips. Your trips are free if you are:

- A child
- Pregnant and going to your doctor for services related to your baby
- In a hospital, a long-term care facility, or other medical facility

SECTION 8: MEMBER SATISFACTION

COMPLAINTS, GRIEVANCES, AND PLAN APPEALS

We want you to be happy with us and the rides you receive from our transportation providers. Let us know right away if at any time you are not happy with anything. This includes if you do not agree with a decision we have made.

	What You Can Do	What We Will Do
If you are not happy with MTM or our providers, you can file a <i>Complaint</i>	<p>You can:</p> <ul style="list-style-type: none">• Call 1-866-436-0457• Visit www.mtm-inc.net/contact• Write to us at: MTM, Inc. 16 Hawk Ridge Drive Lake Saint Louis, MO 63367 Attention: Quality Management	<p>We will:</p> <ul style="list-style-type: none">• Try to solve your issue within one business day.
If you are not happy with us or our providers, you can file a <i>Grievance</i>	<p>You can:</p> <ul style="list-style-type: none">• Call 1-866-436-0457• Write to us at: MTM, Inc. 16 Hawk Ridge Drive Lake Saint Louis, MO 63367 Attention: Quality Management• Call us to ask for more time to solve your grievance if you think more time will help.	<p>We will:</p> <ul style="list-style-type: none">• Review your grievance and send you a letter with our decision within 30 days. <p>If we need more time to solve your grievance, we will:</p> <ul style="list-style-type: none">• Send you a letter with our reason and tell you about your rights if you disagree.

What You Can Do

What We Will Do

If you do not agree with a decision we made about your services, you can ask for an *Appeal*

You can:

- Write us, or call us and follow up in writing, within 60 days of our decision about your services.
- Ask for your services to continue within 10 days of receiving our letter, if needed. Some rules may apply.

We will:

- Send you a letter within five business days to tell you we received your appeal.
- Help you complete forms.
- Review your appeal and send you a letter within 60 days.

If you think waiting for 30 days will put your health in danger, you can ask for an *Expedited or "Fast" Appeal*

You can:

- Write us or call us within 60 days of our decision about your services.

We will:

- Give you an answer within three business days after we receive your request.
- Call you the same day if we do not agree that you need a fast appeal, and send you a letter within three business days.

If you do not agree with our appeal decision, you can ask for a *Medicaid Fair Hearing*

You can:

- Write to the Agency for Health Care Administration Office of Fair Hearings.
- Ask us for a copy of your medical record.
- Ask for your services to continue within 10 days of receiving our letter, if needed. Some rules may apply.

We will:

- Provide you with transportation to the Medicaid Fair Hearing, if needed.
- Restart your services if the state agrees with you.

If you continued your services, we may ask you to pay for the services if the final decision is not in your favor.

***You must finish the appeal process before you can have a Medicaid Fair Hearing.*

FAST PLAN APPEAL

If we deny your request for a fast appeal, we will transfer your appeal into the regular appeal time frame of 30 days. If you disagree with our decision not to give you a fast appeal, you can call us to file a grievance.



▲ MEDICAID FAIR HEARINGS

You may ask for a fair hearing at any time up to 120 days after you get a Notice of Plan Appeal Resolution by calling or writing to:

Agency for Health Care Administration
Medicaid Fair Hearing Unit
P.O. Box 60127
Ft. Myers, FL 33906
1-877-254-1055 (toll-free)
1-239-338-2642 (fax)
MedicaidFairHearingUnit@ahca.myflorida.com

If you request a fair hearing in writing, please include the following information:

- Your name
- Your member number
- Your Medicaid ID number
- A phone number where you or your representative can be reached

You may also include the following information, if you have it:

- Why you think the decision should be changed
- Any medical information to support the request
- Who you would like to help with your fair hearing

After getting your fair hearing request, the Agency for Health Care Administration will tell you in writing that they got your fair hearing request. A hearing officer who works for the State will review the decision we made.



CONTINUATION OF BENEFITS FOR MEDICAID ENROLLEES

If you are now getting a service that is going to be reduced, suspended, or terminated, you have the right to keep getting those services until a final decision is made for your **Plan appeal or Medicaid fair hearing**. If your services are continued, there will be no change in your services until a final decision is made.

If your services are continued and our decision is not in your favor, we may ask that you pay for the cost of those services. We will not take away your Medicaid benefits. We cannot ask your family or legal representative to pay for the services.

To have your services continue during your appeal or fair hearing, you must file your appeal and ask to continue services within this timeframe, whichever is later:

- 10 days after you receive a Notice of Adverse Benefits Determination (NABD), or
- On or before the first day that your services will be reduced, suspended or terminated

SECTION 9: YOUR RIGHTS

As a recipient of Medicaid, you have certain rights. You have the right to:

- Be treated with courtesy and respect
- Have your dignity and privacy respected at all times
- Receive a quick and useful response to your questions and requests
- Know who is providing medical services and who is responsible for your care
- Know what member services are available, including whether an interpreter is available if you do not speak English
- Know what rules and laws apply to your conduct
- Be given information about your diagnosis, the treatment you need, choices of treatments, risks, and how these treatments will help you
- Say no any treatment, except as otherwise provided by law
- Be given full information about other ways to help pay for your health care
- Know if the provider or facility accepts the Medicare assignment rate
- To be told prior to getting a service how much it may cost you
- Get a copy of a bill and have the charges explained to you
- Get medical treatment or special help for people with disabilities, regardless of race, national origin, religion, handicap, or source of payment
- Receive treatment for any health emergency that will get worse if you do not get treatment

- Know if medical treatment is for experimental research and to say yes or no to participating in such research
- Make a complaint when your rights are not respected
- Ask for another doctor when you do not agree with your doctor (second medical opinion)
- Get a copy of your medical record and ask to have information added or corrected in your record, if needed
- Have your medical records kept private and shared only when required by law or with your approval
- To file a grievance about any matter other than a plan's decision about your services.
- To appeal a plan's decision about your services
- Receive services from a provider that is not part of our plan (out-of-network) if we cannot find a provider for you that is part of our plan
- Receive care without fear of restraint or seclusion as a means of coercion, discipline, convenience, or retaliation

SECTION 10: YOUR RESPONSIBILITIES

As a recipient of Medicaid, you also have certain responsibilities. You have the responsibility to:

- Give accurate information about your health to your plan and providers
- Tell your provider about unexpected changes in your health condition
- Talk to your provider to make sure you understand a course of action and what is expected of you
- Listen to your provider, follow instructions and ask questions
- Keep your appointments or notify your provider if you will not be able to keep an appointment
- Be responsible for your actions if treatment is refused or if you do not follow the health care provider's instructions
- Make sure payment is made for non-covered services you receive
- Follow health care facility conduct rules and regulations
- Treat health care staff with respect
- Tell us if you have problems with any health care staff
- Use the emergency room only for real emergencies
- Notify MTM and the Department of Children and Families if you have a change in information (address, phone number, etc.)
- Have a plan for emergencies and access this plan if necessary for your safety
- Report fraud, abuse and overpayment

SECTION 11: OTHER IMPORTANT INFORMATION

EMERGENCY DISASTER PLAN

Disasters can happen at any time. To protect yourself and your family, it is important to be prepared. There are three steps to preparing for a disaster: 1) Be informed; 2) Make a plan and 3) Get a kit. The Florida Division of Emergency Management can help you with your plan. You can call them at (850) 413-9969 or visit their website at www.floridadisaster.org.

FRAUD/ABUSE/OVERPAYMENT IN THE MEDICAID PROGRAM

To report suspected fraud and/or abuse in Florida Medicaid, call the Consumer Complaint Hotline toll-free at 1-888-419-3456 or complete a Medicaid Fraud and Abuse Complaint Form, which is available online at: <https://apps.ahca.myflorida.com/mpi-complaintform/>

ABUSE/NEGLECT/EXPLOITATION OF PEOPLE

You should never be treated badly. It is never okay for someone to hit you or make you feel afraid. You can talk to your case manager about your feelings. If you feel that you are being mistreated or neglected, you can call the Abuse Hotline at 1-800-96-ABUSE (1-800-962-2873) or for TTY/TDD at 1-800-955-8771. You can also call the hotline if you know of someone else that is being mistreated.

Domestic violence is also abuse. Here are some safety tips:

- If you are hurt, call your primary care provider
- If you need emergency care, call 911 or go to the nearest hospital. For more information, see the section called EMERGENCY CARE
- Have a plan to get to a safe place (a friend's or relative's home)
- Pack a small bag, give it to a friend to keep for you

If you have questions or need help, please call the National Domestic Violence Hotline toll free at 1-800-799-7233 (TTY 1-800-787-3224).

GETTING MORE INFORMATION

You have a right to ask for information. Call us at 1-844-239-5974 about what kinds of information you can receive for free. Some examples are:

- Your trip record
- A description of how we operate
- What kinds of services you are eligible for

SECTION 12: FORMS



Can a family member or friend drive you to your doctor? Yes! MTM will also pay your family member or friend for the car mileage. **To make sure the driver is paid; your doctor must sign a form showing you went to your appointment.**

Here is how it works:

1. The whole form must be filled out **except** for the space for Physician/Clinician Signature.
2. Take the form with you to your appointment and have your doctor sign it.
3. You can use the form for more than one trip. The form can be used for up to seven trips.
4. **There can only be one driver on the form.** A new form must be filled out for each person driving you to see your doctor.
5. When the form is filled out, send it to:

Electronically (Preferred Method)

payme@mtm-inc.net

Fax

1-888-513-1610

Mail

MTM, ATTN: Claims Department
 16 Hawk Ridge Drive
 Lake St. Louis, MO 63367

6. When we receive your form, we will mail your payment within 15 days.
7. If you have any questions, please call 1-888-513-0703.

Trip Log

Driver Name: _____

Member Name: _____

Driver Address: _____

Member ID: _____

City: _____

State: _____

Zip Code: _____

Driver Phone: () _____

Relationship to Member: _____

Date of Trip	Trip Number	Doctor Name/Phone Number	Physician/Clinician Signature	Number of Miles Driven
		Name: Phone:		
		Name: Phone:		
		Name: Phone:		
		Name: Phone:		
		Name: Phone:		
		Name: Phone:		
		Name: Phone:		

This information is available free in other languages. Please contact our customer service number at 1-888-513-0703 (TTY: 711) Monday through Friday, 8 a.m. to 5 p.m. Agency of Health Care Administration complies with applicable Federal civil rights laws and does not discriminate based on race, color, national origin, age, disability, or sex.

Esta información está disponible en otros idiomas de manera gratuita. Comuníquese con nuestro número de servicio al cliente al 1-888-513-0703 (TTY: 711) de lunes a viernes, de 8 a.m. a 5 p.m. Agency of Health Care Administration cumple con las leyes de derechos civiles federales aplicables y no discrimina basándose en la raza, color, origen nacional, edad, discapacidad, o sexo.