

How do I file a complaint or voice a concern about the services I receive?

If you are not satisfied with the service you receive (transportation or other), call MTM at 1-866-436-0457. MTM takes quality service seriously; we will follow up on all complaints and with all parties involved. If you are not satisfied with the resolution of the complaint, you can call the Ombudsman at 1-800-983-2435.

What happens after transportation is scheduled?

- The transportation provider will call you and tell you the time of your pickup and their phone number. Keep this number handy.
- Be ready 60 minutes before your pickup time.
- If you have a scheduled ride back, your ride should pick you up less than 30 minutes after your appointment is over.
- If you must call your transportation provider for pick up after your appointment, your ride should arrive in less than 60 minutes.
- If you have to wait longer than 60 minutes, call the number the transportation provider gave you.
- Call MTM right away if you need to cancel your ride or if your ride does not show up.



To Schedule a Ride Call:

**1-866-453-1481 Monday – Saturday
from 6:00 a.m. – 6:00 p.m.**

Remember:

- The number to call for Medicaid rides in Collier County is 1-866-453-1481
- You must call three business days before your appointment
- Have your destination information ready
- Have your medical providers name and phone number ready
- To file a complaint, call MTM at 1-866-436-0457
- If your ride is late, call MTM at: 1-866-453-1481



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How to use your Collier County Medicaid Transportation Program

Medical Transportation Management, Inc. (MTM) is the new Medicaid Non-Emergency Transportation Provider for Collier County.

Please call MTM's toll-free number at
1-866-453-1481
to schedule your transportation.

What's new with the program?

- You will no longer call Collier Area Transit to setup your ride for Medicaid Transportation.
- You must call three business days before your appointment.
- MTM will assign a mode of transportation based on your specific needs and abilities.
- You will be asked the medical reason for your appointment.
- MTM will select your transportation provider.

Who can receive rides?

Individuals that live in Collier County and meet Medicaid eligibility requirements. To find out if you qualify, call MTM at 866-453-1481.



How do I get a ride?

Call MTM at 866-453-1481, three business days before your appointment. Business days are Monday through Friday.

A friendly customer service representative will ask for the following information:

- Your full name, current address and phone number
- The date you want to ride
- The name, address and phone number of where you are going
- The medical reason for your transportation request
- The type of appointment (doctor, dentist, therapy, etc.)

Please have this information ready when you call.

What if I call with less than three days notice?

If you call with less than three business days notice and this is not an urgent medical appointment, you may be asked to reschedule. However, if your medical appointment is URGENT, we will try to find a ride for you.

What modes of transportation will MTM offer me?

MTM may offer you:

- Van or taxi transportation
- Public transportation
- Wheelchair or stretcher transportation

How does MTM decide my mode of transportation?

MTM will ask you a series of questions about your health and how you handle your daily activities. MTM will ask you to complete a form for our files.

Who do I call if I want to cancel or reschedule my appointment?

Call MTM at 1-866-453-1481 with ANY changes to your appointment. Please call as soon as you know of the change.

