# Medical Facility Transportation Resource Guide

MTM is committed to partnering with medical facilities in Ohio to ensure seamless, successful transportation delivery to members. We want to be the best partner possible for your facility to ensure that 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.

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| Facilities | | | |
| |  |  |  |  | | --- | --- | --- | --- | | **Plan** | **How to Request Transportation** | **Days’ Notice** | **Additional Resources** | | | | |
| Aetna Better Health Ohio | **Call the Reservation Line:**  1-888-889-0094  **Facility Online Scheduling:**  [MTM Link Facility Portal](https://mtminc.formstack.com/forms/mtm_facilities_portal_registration_request)  Gas Mileage Reimbursement (GMR) Trips *must* be called in within 7 days of appointment date | **Routine Appointments:**  2 business days’ notice  All transports for members living in nursing facility will be set regardless of days’ notice  **Urgent Appointments:**  24/7/365 | **Web Page:**  [www.mtm-inc.net](http://www.mtm-inc.net)  **Community Outreach:**  [CO-OH@mtm-inc.net](mailto:CO-OH@mtm-inc.net)  **To File a Complaint**  **Phone:** 1-855-364-0974  **Email:** QM@mtm-inc.net |
| Members | | | |
| **Call the Reservation Line:**  1-888-889-0094  **MTM Link:** Member online self-service trip requests  [Member](https://memberportal.net/) Portal | | | |