

# IDAHO MEDICAID NON-EMERGENT MEDICAL TRANSPORTATION (NEMT) BROKERAGE FREQUENTLY ASKED QUESTIONS

Question	Answer
<b>What is a transportation brokerage?</b>	An NEMT broker is a company that contracts with Medicaid to coordinate NEMT benefits for Medicaid participants across the state.
<b>Who is Medicaid's transportation brokerage?</b>	Medicaid has contracted with Medical Transportation Management, Inc. (MTM), as the NEMT transportation brokerage.
<b>What does MTM do?</b>	<p>MTM is responsible for:</p> <ul style="list-style-type: none"> <li>• Providing oversight of the NEMT program for Idaho</li> <li>• Coordinating transportation services for both in and out of state travel</li> <li>• Contracting and credentialing transportation providers to create a statewide transportation network for safely &amp; efficiently delivered NEMT services</li> <li>• Ensuring high-quality NEMT services are provided and Fraud, Waste and Abuse of the program are mitigated</li> </ul>
<b>When did MTM take over the NEMT services?</b>	MTM assumed responsibility as the NEMT broker on March 6, 2018. Their current contract goes through April 4, 2021.

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<p><b>Who is eligible for NEMT services with MTM?</b></p>	<p>If you have Medicaid benefits, you are eligible for NEMT services with MTM. NEMT services are provided to Medicaid eligible participants, who do not have access to another form of transportation, to get to their healthcare appointments.</p>
<p><b>How do I schedule a ride?</b></p>	<p>To schedule a ride please contact MTM at 1-877-503-1261 and have the following information ready and available when you call:</p> <ul style="list-style-type: none"> <li>• Your first and last name</li> <li>• Your Medicaid ID number</li> <li>• Your home address and phone number</li> <li>• Your doctor’s name, phone number, and address</li> <li>• The date and time of your appointment</li> <li>• Any special needs, including if you need someone to ride with you</li> <li>• If you require special equipment like a car seat, wheelchair, or other device, you must provide these items</li> </ul> <p>or you can schedule a ride online at <a href="#">the MTM website</a>.</p>
<p><b>Who should I contact at Medicaid if I have a question or concern about NEMT services?</b></p>	<p>Email: <a href="mailto:medicaidtransport@dhw.idaho.gov">medicaidtransport@dhw.idaho.gov</a></p> <p>Phone: 1-800-296-0509</p> <p>Online: <a href="#">NEMT Contact Form</a></p>
<p><b>Will MTM provide services directly?</b></p>	<p>No, MTM coordinates services through its transportation provider network and will not operate any vehicles under this contract.</p>

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<p><b>If I have a trip that is long distance or out of state, who do I contact?</b></p>	<p>You are welcome to contact the call center at 1-877-503-1261 and they will pass your trip information on to the long-distance care coordinators. Or you may contact them by email at <a href="mailto:CM-Idaho@mtm-inc.net">CM-Idaho@mtm-inc.net</a></p>
<p><b>What transportation options do I have?</b></p>	<p>You will receive the level of transportation that is most appropriate for your medical condition. MTM may consult your health care provider. Based on your needs, MTM will offer you:</p> <ul style="list-style-type: none"> <li>• Mileage reimbursement if you, a friend, or family member can drive to the appointment</li> <li>• Fixed route public transit tickets</li> <li>• Sedan, van, or taxi services</li> <li>• Vehicle services equipped to transport wheelchairs and stretchers</li> </ul>
<p><b>How far in advance do I need to call to schedule a ride?</b></p>	<p>You must call at least two business days in advance for routine medical appointments. If your trip is urgent and can be verified by your medical provider, MTM will set up your ride with less than two business days' notice.</p>
<p><b>What do I do if I need help in another language?</b></p>	<p>If you or someone you're helping needs assistance in another language, please call: 1-888-561-8747. There is no cost to you.</p>

<b>Question</b>	<b>Answer</b>
<b>What are my rights?</b>	Members shall have the right to file a grievance/appeal about any matter related to their services. All members will be provided a written notice when transportation is denied. The grievance/appeal procedure will be on the written notice. If you have questions about the grievance/appeal process, please call: 1-866-436-0457.
<b>Can I, a friend, or a family member receive gas mileage reimbursement?</b>	Yes, MTM has a gas mileage reimbursement program. The reimbursement rate is \$0.30 per mile. Please call MTM or go to their website to find out how to use the gas mileage reimbursement program.
<b>Where can I find more information about MTM?</b>	MTM's Idaho website is located at: <a href="https://www.mtm-inc.net/idaho/">https://www.mtm-inc.net/idaho/</a>