



### How do I file a complaint or concern about MTM's services?

We want to always provide excellent service. Call MTM's We Care Line at **1-866-436-0457** if you have a complaint about your service. You can also submit your complaint online at **[www.mtm-inc.net/contact](http://www.mtm-inc.net/contact)**. We will follow up on all complaints. You can also make suggestions about how we can serve you better.

### Remember:

- To schedule a ride call **1-844-399-9466**
- Have your trip information ready when you call
- You can schedule a ride Monday through Friday from 7 a.m. to 6 p.m.
- You must call at least three business days before your routine appointment
- Be ready at least 15 minutes before your ride is scheduled to arrive
- To file a complaint call **1-866-436-0457** or visit **[www.mtm-inc.net/contact](http://www.mtm-inc.net/contact)**
- If your ride is late call **1-844-399-9466**

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To schedule a ride, call:  
**1-844-399-9466**  
7 a.m. to 6 p.m., Monday through Friday

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Urgent transportation requests are available 24/7  
For hearing impaired service, dial 711  
Oral interpretive services available for any language

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**[www.mtm-inc.net/northern-minnesota](http://www.mtm-inc.net/northern-minnesota)**



1110 Centre Pointe Curve  
Mendota Heights, MN 55120



## How to Use Northern Minnesota Non-Emergency Medical Transportation (NEMT) Services



## Do you need a ride?

We are MTM. We are the NEMT manager in northern Minnesota. We provide rides for eligible Medical Assistance clients in the following counties:

- St. Louis
- Aitkin
- Carlton
- Lake

Call us to set up a ride if you have no other way to get there.

## How do I schedule a ride?

Call us at **1-844-399-9466**. You must call at least three business days in advance for routine rides. We schedule routine trips Monday through Friday from 7 a.m. to 6 p.m.

Please have the following information ready when you call:

- Your first and last name
- Your Medical Assistance number
- Your home address and phone number
- Your doctor's name, phone number, and address
- The date and time of your appointment
- Any special needs, including if you need someone to ride with you
- If you require special equipment like a car seat, wheelchair, or other device, you must provide these items

For more information, visit [www.memberportal.net](http://www.memberportal.net). Enter your zip code to access information about the northern Minnesota NEMT program.

## How do I cancel or reschedule my ride?

Call MTM as soon as possible at **1-844-399-9466** if you need to cancel your trip or make any changes.



## What if my ride is urgent?

If your appointment is urgent, MTM will set up your ride. An urgent request is considered to be any illness or injury that requires immediate treatment to prevent a serious decline in your health. This may include a hospital discharge. Call us at **1-844-399-9466**, 24 hours a day, seven days a week, to schedule an urgent ride. MTM does not schedule emergency transportation. Call **911** if you have an emergency.

## What do I do once my ride is set up?

- Be ready for your ride at least 15 minutes prior to the scheduled pick-up time.
- If you scheduled a ride back, your driver should pick you up less than 15 minutes after your visit is over. Call MTM at **1-844-399-9466** if your driver is late or does not pick you up.
- If your visit is over and you did not schedule a ride back, call MTM at **1-844-399-9466**. The driver should arrive in less than one hour. Call MTM back if you have waited longer.

## What do I do if my ride is late?

Call MTM at **1-844-399-9466** if you:

- Have waited more than 15 minutes after the pick-up time scheduled during the original ride request
- Have waited more than one hour after calling MTM to schedule a return ride, if a return ride was not scheduled during the original request
- Cannot reach the driver

## How does MTM decide what kind of ride I need?

You will receive the level of transportation that is best for your physical and medical condition. We may consult your healthcare provider. Based on your needs, we will offer you:

- Mileage reimbursement if you, a friend, or family member can drive to the appointment
- Fixed route bus tickets
- Sedan, van, or taxi services

If you would like to ride with a certain provider, we will try to accommodate your request. We cannot guarantee your provider of choice.

## What if I have a car and can drive myself?

We may be able to give you funds if you, a friend, or a family member can drive you to your appointment. Ask us about this program when you schedule your trip.

