

**Rhode Island Non-Emergency Medical Transportation**

**Who can get rides?**

MTM provides rides for Rhode Island Medicaid recipients, as well as Temporary Assistance for Needy Families (TANF) Program/RI Works and Elderly Transportation Program (ETP) participants:

* Medicaid recipients must be attending a covered Medicaid service and have no other way to get there
* ETP participants can receive rides to medical services
* TANF/RI Works participants can receive monthly bus passes to pursue employment opportunities

**How do I schedule a ride?**

Call **1-855-330-9131 (TTY: 711)** before your appointment. You must call at least 48 business hours in advance for routine rides. If you call with less notice and the trip is not urgent, we may not be able to set up your ride. We schedule routine trips Monday through Friday from 5 a.m. to 6 p.m.

**When you call, please be ready to provide:**

* Your name and Medicaid ID 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

**What kind of transportation do I receive?**

You will receive the level of transportation that is most appropriate for your physical and medical condition. We may consult your health care 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
* Vehicle services equipped to transport wheelchairs and stretchers

**What is Gas Mileage Reimbursement?**

We may be able to reimburse you, a friend, or a family member to drive you to your appointments. Ask us about this program when you call to set up your trip.

**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 within 15 minutes after your visit is over. Call MTM at **1-855-330-9131 (TTY: 711)** 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 **1-855-330-9131 (TTY: 711)**. The driver should arrive within one hour. Call MTM back if you have waited longer.

**How do I file a complaint or concern about MTM’s services?**

We always want to provide excellent service. Call MTM’s We Care Line at **1-866-436-0457 (TTY: 711)** if you have a complaint about your service. You can also make suggestions about how we can serve you better. You may also use our [**convenient online form**](https://www.mtm-inc.net/contact/). We will follow up on all complaints.

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| Remember:* You can schedule a ride Monday through Friday from 5 a.m. to 6 p.m.
* You must call at least 48 business hours before your routine appointment
* Have your trip information ready when you call
* Be ready at least 15 minutes before your ride is scheduled to arrive
 | Important Toll-Free Phone Numbers* **To schedule a ride** call 1-855-330-9131 (TTY: 711)
* **If your ride is late** call 1-855-330-9131 (TTY: 711)
* **To file a complaint** call 1-866-436-0457 (TTY: 711)
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