

NON-EMERGENCY MEDICAL TRANSPORTATION



Community First Health Plans Providers can help STAR, STAR Kids, STAR+PLUS, and Medicare Advantage Members schedule non-emergency medical transportation (NEMT) through our transportation partner, MTM.

Free Transportation for Medicaid/Medicare Patients

Schedule both routine and life-sustaining appointments for Community First patients through MTM. Here's how:

1. CALL MTM DIRECTLY

1-888-444-0307 (TTY 711)

Monday through Friday, from 8:00 a.m. to 5:00 p.m.
Call at least 48 hours before the scheduled appointment.

2. BOOK ONLINE

Book and manage a ride online at MTM-Inc.net/Healthcare-Providers/ or scan the QR code below.



To assist a Member after hours, please call **1-888-444-0824**.



Benefits of NEMT:

- Removes transportation barriers.
- Gives patients more independence.
- Prevents missed/canceled appointments.
- Prevents skipped annual or regular checkups.

When you call MTM, please be ready to provide:

- Member's Medicaid or Medicare ID number
- Medical facility name
- NPI
- The medical reason for the Member's visit

Email MTM at CO@mtm-inc.net for support in managing your patients' transportation.