

NON-EMERGENCY MEDICAL TRANSPORTATION



Need a ride to your next health appointment?

As a Community First Health Plans Medicare Advantage or D-SNP (HMO) Member, you can get non-emergency transportation at NO COST to/from the doctor, dentist, hospital, or pharmacy.

Community First works with MTM, Inc. to provide curb-to-curb transportation for our Members.

There are two ways to arrange non-emergency medical transportation (NEMT).

1. CALL MTM DIRECTLY

1-888-444-0307 (TTY 7-1-1)

Monday through Friday, from 8:00 a.m. to 5:00 p.m.
Information is available in both English and Spanish.
Please call at least 48 hours before your appointment.

2. BOOK ONLINE OR ON YOUR PHONE

Use the **MTM Link Mobile App or Member Portal**
(different than the Community First Member Portal)



For help after hours or on weekends, call:
Where's My Ride: 1-888-444-0824

Trips do **NOT** include ambulance trips.

NEMT services include:

- Passes or tickets for travel by train, bus, or air
- Curb-to-curb transportation
- Mileage reimbursemen

When you call MTM, please be ready to provide:

- Medicare ID number on your red, white, and blue Medicare card
- Name, address, and phone number of the place you are going
- The medical reason for your visit

Community First Health Plans, Inc. is a HMO/HMO SNP with a Medicare and Texas State Medicaid Agency Contract. Enrollment in Community First Health Plans, Inc. depends on contract renewal. Community First markets under the names Community First Medicare Advantage Alamo Plan (HMO) and Community First Medicare Advantage Dual Eligible Special Needs Plan (HMO D-SNP). This information is not a complete description of benefits. Call 1-833-434-2347 or 711 for more information. You must continue to pay your Medicare Part B premium.

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For more information about non-emergency medical transportation, please visit [CommunityFirstMedicare.com](https://www.CommunityFirstMedicare.com)