

Effective July 1, 2016, Medical Transportation Management (MTM) will be the new non-emergency transportation (NET) broker for Nevada Medicaid recipients. NET is provided to Medicaid recipients when they require transportation to Medicaid eligible services.

MTM's phone line will open on June 15, 2016, to begin taking reservations for July 1st and future dates. LogistiCare will continue to provide rides through June 30, 2016.

Recipients and medical staff can schedule rides; Monday through Friday, 7 a.m. to 5 p.m. An after-hours call center is also available; 24 hours a day, seven days a week for hospital discharges, urgent calls, or for late rides.

Currently, MTM's Education, Training, and Outreach (ETO) Team is contacting medical facilities throughout the State of Nevada to schedule in-service sessions with staff, to introduce MTM's forms, answer questions, and to offer training on MTM's Service Management Portal (SMP). SMP allows medical personnel to arrange transportation for recipients online in lieu of calling MTM. To contact a member of MTM's ETO Team, please e-mail #ETO-NV@mtm-inc.net.

MTM looks forward to working with Nevada health care providers to provide high quality NET services to Medicaid recipients.

MTM contact information:

Website: www.mtm-inc.net/nevada

To schedule a ride (reservations): 1-844-879-7341

We Care Line (complaints): 1-866-436-0457

Education, training and outreach for Nevada Medicaid providers: #ETO-NV@mtm-inc.net