

Non-Emergency Medical Transportation



Each year, 3.6 million people in the U.S. do not get medical care due to transportation issues. Beginning June 1, Community First Providers can help STAR & STAR Kids Members schedule non-emergency medical transportation (NEMT) through Medical Transportation Management (MTM), our new transportation partner. Previously, these services were provided by HHSC.

Do you have a patient in need of transportation?

Providers can request NEMT services for a STAR or STAR Kids Member. Call the MTM Member Reservation Line:

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

Monday through Friday, from 8 a.m. to 5 p.m.
Information available in both English and Spanish.
Call at least 48 hours before the scheduled appointment.

When you call MTM, please be ready to provide:

- Member's Medicaid ID number
- Name, address, and phone number of the health care setting they will be traveling to
- The medical reason for the Member's visit

To assist a Member after hours, please call **1-888-444-0924**
Seven days a week, 5 a.m. to 7 p.m.



NEMT services include:

- Standing orders for transportation to a health care setting
- Passes or tickets for mass transit
- Curb-to-curb transportation
- Wheelchair-accessible vehicles
- Advanced funds to cover meals, lodging, and/or mileage for qualifying Members
- Covered expenses for travel attendants

Members can also book and manage a ride online at
mtm.mtmlink.net.

