Manage MTM Rides Online!

An easier way to manage your patients' rides is here: **MTM Link!**

This tool can be used to request and cancel transportation, make changes, and check the location of a driver in route.

Check out the portal today!

Visit the website or use the QR code provided.

TAKE ME TO MTM LINK

Contact Info

Community Outreach
co-az@mtm-inc.net

Ombuds
om@mtm-inc.net

Facility Portal Chat

LINK Facility Portal Reference Guide

Eligible	Member's eligibility to the health plan who is covering transportation services
Level of Service	Level of care to assist member to vehicle: curb to curb, door through door, etc.
Mobility Aids	Special accommodations: walker, cane, service animal, portable oxygen bag, etc.
Mode Selection	Approved transportation modes for that health plan
Organization	Insurance information
Passenger Type	Area the member will occupy in the vehicle: ambulatory, electric wheelchair, scooter, bariatric stretcher, etc.
Payee	Person receiving payment for gas mileage reimbursement
People	Payees who will be reimbursed for gas mileage reimbursement trips.
Personal Info	Member's user profile: personal information, address, communication preferences. accommodations, notes, calendar to view past and future trips
User Info	MTM Link log in information

Requesting A Trip

1. Log into MTM Link
2. Search for Member using Person Management window
3. Verify correct Member is selected
4. Input trip details
   Date; trip reason; time *(arrive by or pick up by)*; starting address; starting instructions; destination(s): address, name, phone #, destination instructions, type of address *(residence, hospital, dialysis, etc.)*; passenger type; conditions *(if applicable)*; mobility aids; mode of transportation.
5. Add leg/return ride by clicking on add leg or add return ride
   Enter requested information
6. Submit trip

� Please ensure you completed passenger type, mobility aids, space type, LOS to ensure the trip is set with the correct mode of transportation.

This can also be entered in the 'Personal Information' tab under the accommodations section.

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Calendar View

> When using the Calendar to search for a trip, simply click on the date and follow the prompts.

> Using the arrows to the right or left of the calendar will move you 6 months back or forward.

> When you hover over any of the icons, information about that trip will appear.

> To view the existing trip, click on the date to open the full details.
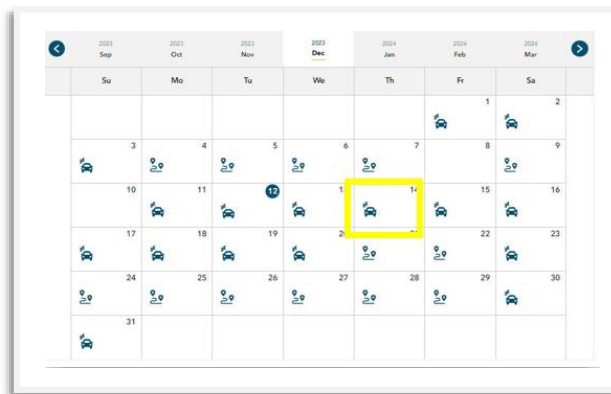
Existing Trips

> Locate existing trip from Calendar View

> Select from the items below:

- Where's My Ride
- View Map
- Service Timeline
- Cancel
- Edit
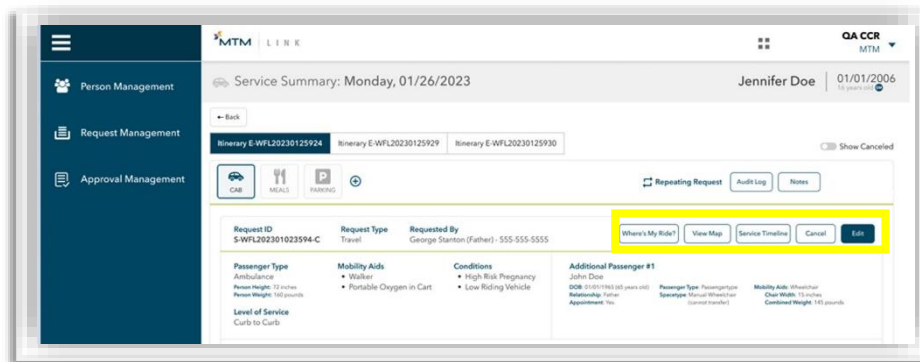
Notes

> **Using notes on member profiles:** Information needed to be seen by anyone interacting with member.

> **Using notes on trip level:** Information needed to be seen by anyone interacting with this trip.

> **User can pin notes,** so the information remains at the top.

Editing & Canceling A Trip

1. Select the trip from Calendar view.

2. Select from the items listed: Cancel; Edit.

3. If a subscription, follow the prompts for subsequent day cancellations.

4. Choose which legs need to be cancelled. The authorization status will be updated to reflect cancellation.

� **Note:** If canceling a within 24 hours or less, the cancel button will be greyed out and a text message will appear stating "Please contact MTM to update this request."

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Re-occurring Trips

❯ If repeating trip is selected, a window will pop up to collect more information

❯ Click confirm to proceed and cancel to deselect

➡ **Note:** If trying to change a re-occurring trip, the cancel button will be greyed out and a text message will appear stating "Repeating requests cannot be edited. If changes are required, cancel the repeating request and create a new one."

Where's My Ride

❯ When the Where's My Ride has been selected, and the driver has also selected the "En Route" feature, the user will see real-time GPS location.

❯ If the information has not changed, there may be an issue with connectivity from the driver or they haven't performed the "En Route" feature.

❯ Select which view you would like:
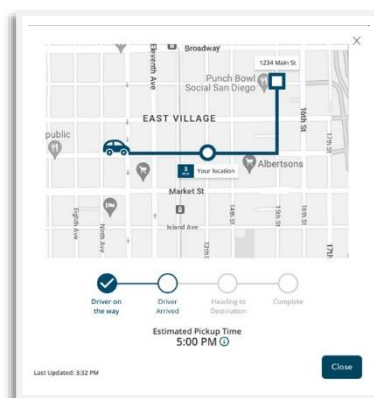
Trip Status

❯ **En Route:** Driver has accepted the trip & performed the "En Route" feature to provide real-time GPS location.

❯ **Pick Up:** Driver has performed the Pick Up of the member and collected their signature.

❯ **Drop Off:** Driver has arrived and dopped the member off at the destination.

❯ **Provider Pending:** Trip has been accepted but not set with a Transportation Provider.

❯ **Turnback:** Trip was accepted by a Transportation Provider but was sent back.

❯ **Canceled:** Trip has been cancelled for the reason provided.

❯ **Pending:** Trip has not been set and is waiting on approval.

❯ **Denied:** Trip has been denied due to failed protocol.

❯ **Failed Protocol:** Trip has broken a protocol and requires to contact MTM.

➡ **Note:** Facility users can only search for members who are tied to the same HP as the facility. If any errors occur, or if unable to set a trip correctly, please contact MTM as soon as possible to ensure that there are no duplicate or missed trips.

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