



**Have a complaint about your ride or other service?
Please call MTM at 1-866-436-0457**

**Think your ride is late?
Call MTM at 1-844-549-8354**

Non-Emergency Medical Transportation Rides for West Virginia Medical Appointments

**To set up a ride, call MTM at 1-844-549-8353
Monday-Friday from 7 a.m. to 6 p.m.**

Be ready to tell us:

- Your name, home address, and phone number.
- Your Medicaid ID number.
- Address and telephone number of the place you need to go.
- Medical reason for your visit.
- General reason for your appointment (check-up, eye appointment, etc.).

Need to cancel or change a ride you already set up? Call 1-844-549-8353.