



MTM West Virginia News

SUMMER 2015



Words From Program Director David Cross

MTM is now in our ninth month of coordinating non-emergency medical transportation (NEMT) for West Virginia Medicaid Members. Happily, I continue to witness astounding progress and growth within the West Virginia office and our transportation provider network, as well as enhanced satisfaction from our members.

However, I would be remiss if I did not take time to thank medical facilities who have conveyed interest in becoming more familiar with MTM's services and processes with the ultimate goal of helping patients. Your knowledge and ability to communicate MTM's offerings has a direct, positive impact on continuity of care for the population that we mutually serve and it assists MTM in reaching our goal of removing community barriers.

Thank you again for your ongoing support and engagement. We hope you are having a safe, fun, and happy summer!

David Cross, West Virginia Program Director




Gas Mileage Reimbursement Now an Option in SMP

Facilities can now further assist members by scheduling their Gas Mileage Reimbursement (GMR) trips through MTM's Service Management Portal (SMP). When scheduling transportation through SMP, you will now see "mileage reimbursement" as an option under leg one of the trip (illustrated below). Simply select the mileage reimbursement option and proceed as you normally would.

Appointment Information

Mileage Reimbursement Available

 If the member has a friend/relative who can drive them to their appointment, their health plan offers mileage reimbursement at the rate of \$0.47 per mile. Select mileage reimbursement as your service type below to schedule this service as mileage reimbursement.

Leg 1

Service Type Transportation Mileage Reimbursement

Trip Reason: Behavioral Health Appointment Date: 06/30/2015 Appointment Time: 09:00 AM

(e.g. 10/01/2013) (e.g. 10:30 AM)

Pick-up Information: Destination Information:

When choosing this option, credentials are still required before members can receive payment for the trip. MTM requires that all payees submit a driver's license and social security number along with proof of valid registration and vehicle insurance.

To receive reimbursement, members must also submit a trip log that has been signed or stamped by the facility. Trip logs can be downloaded from MTM's website at www.mtm-inc.net/west-virginia, or they may be requested by calling MTM's reservation line at **844-549-8353**.

Credentials and trip logs may be uploaded and submitted online at www.mtm-inc.net/triplogs, via fax to **1-888-513-1610**, or via postal mail to the address listed on the trip log.

MTM Staff Learn About Dialysis



Beginning last month and continuing through July, MTM began a new initiative to educate staff on dialysis. Each of MTM's offices and call centers will participate in sessions to which renal experts will be invited to speak.

Dialysis transportation comprises a substantial number of trips that MTM schedules. Therefore, it is our desire for staff to be thoroughly educated on the challenges that exist among the dialysis population. Customer service representatives and other staff who have already attended these sessions walked away with a better understanding and deeper level of compassion for the often debilitating lifestyle of dialysis patients. In learning about the dialysis experience, staff are empowered to handle dialysis patients and their trips in the most appropriate and empathetic manner.



Medical Facility Transportation Resource Guide

MTM is committed to partnering with medical facilities in West Virginia to ensure seamless, successful transportation delivery to members. We want to be the best partner possible for your facility to ensure your members are served appropriately. MTM offers several dedicated resources to your staff for scheduling rides for members and delivering support services.

Use this Resource Guide as a convenient means for contacting MTM with your needs. It contains useful contact information for facilities and members to utilize.

To schedule a routine ride with at least five business days advance notice:

• Facilities should either:

- Call our Reservation Line at **1-844-549-8353** Monday through Friday, from 7 a.m. to 6 p.m.
- Fax the Transportation Request Form to our fax line at **1-866-208-7357**
- Send the Transportation Request Form via email to **WVCSCOT@mtm-inc.net**

• Members should:

- Call our Reservation Line at **1-844-549-8353** Monday through Friday, from 7 a.m. to 6 p.m.

To schedule an urgent ride:

- Facilities should call our Reservation Line at **1-844-549-8353**
- Members should call our Reservation Line at **1-844-549-8353**

To file a comment/complaint:

- Call our We Care Line at **1-866-436-0457**
- Email **qm@mtm-inc.net**

To reach our Care Management team:

- Email **CM-WestVA@mtm-inc.net**
- Email **CM-WestVAM&L@mtm-inc.net**

To reach our Education, Training, and Outreach team:

- Email **#ETO-WV@mtm-inc.net**