



How to Use West Virginia Non-Emergency Medical Transportation (NEMT) Services

Do you need a ride to your Medicaid health care provider?

MTM is West Virginia's NEMT manager. We provide rides for eligible Medicaid Members. Call us to set up a ride to your medical appointment if you have no other way to get there.

To schedule a ride:

Call MTM at 1-844-549-8353. You can schedule a ride Monday through Friday from 7 a.m. to 6 p.m. Call at least five business days before your appointment. Have the following information ready when you call:

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| <ul style="list-style-type: none">▪ Member name, Medicaid ID number, home address, and phone number▪ The street address and the phone number where you want to be picked up▪ The name, phone number, and address of the health care provider you are seeing | <ul style="list-style-type: none">▪ The date, start time, and end time of your appointment▪ General reason for the appointment (check-up, eye appointment, etc.)▪ Any special needs, including if you need someone to ride with you |
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You may also schedule your trip online at www.mtm-inc.net/west-virginia.

To request gas mileage reimbursement:

Call MTM at 1-844-549-8353. We will determine if you qualify. Following your appointment, you will submit trip logs to MTM to receive reimbursement on your reloadable ComData MasterCard.

To cancel or reschedule a ride:

Call MTM at 1-844-549-8353. Please call as soon as possible if you need to cancel your trip or make any changes.

If your ride is late:

Call MTM's "Where's My Ride" line at 1-844-549-8354 if you have waited more than 15 minutes after the pick-up time, or if you have waited more than one hour after calling to schedule a return ride.

To file a complaint:

Call MTM's "WeCare" line at 1-866-436-0457. We follow up on all complaints.