

Medical Facility Transportation Resource Guide

MTM is committed to partnering with medical facilities in Nebraska to ensure seamless, successful transportation delivery to **Nebraska Total Care** Members. We want to be the best partner possible for your facility to ensure your patients are served appropriately. MTM offers several dedicated resources to your staff for scheduling rides for NTC 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.

Plan	How to Request Transportation	Days' Notice	Additional Contacts
<p>Nebraska Total Care</p>	<p>Facilities should: Call Nebraska Total Care: 1-844-385-2192 (TTY 711) Call MTM: 1-844-261-7834 Fax: 636-561-6055 Email: LSL-RTP@mtm-inc.net</p> <p>Members should: Call Nebraska Total Care: 1-844-385-2192 (TTY 711) Call MTM: 1-844-261-7834</p>	<p>Hours of Operation: Mon-Fri 8:00 am-7:00 pm (CST)</p> <p>Routine Appointments: 2 Business Days</p> <p>Urgent Appointments: 24/7</p>	<p>Care Management: CM-NETotalCare@mtm-inc.net</p> <p>Community Outreach: CO-NE@mtm-inc.net</p> <p>Complaint Intake line: Nebraska Total Care Member Services 1-844-385-2192 (TTY 711)</p>