

Frequently Asked Questions (FAQs)

Below is a list of common questions MTM has received from Nebraska town hall attendees and tribes.

How late are the phone lines open?

For routine trips, you can call MTM Monday through Friday from 8 a.m. until 7 p.m at 1-844-261-7834. If you have a trip request that is of an urgent nature or for hospital discharges, phone lines are open 24 hours a day, seven days a week.

Who do we call if our ride is late?

Call MTM at 1-844-261-7834 or Nebraska Total Care at 1-844-385-2192, Nebraska Relay Service 711. We have multiple resources available to us and can dispatch another vehicle if necessary to complete the trip.

What happens if the Member wants to cancel their ride?

Call MTM at 1-844-261-7834 or Nebraska Total Care at 1-844-385-2192, Nebraska Relay Service 711 as soon as they know they need to cancel.

What if the Member has their own car at home?

If a Member has a working vehicle at home, they will need to utilize that option prior to using their transportation benefit.

Will ride cancellations count against the Member?

MTM will report Member no shows to Nebraska Total Care, with the vision of determining why a Member cancelled their trip. We want to remove a barrier that stands between a Member and their medical appointment, not build one.

How long does a driver wait for the Member before they leave?

Drivers must wait five minutes. However, MTM can place notes in the Member's file and alert the driver that the Member may need extra time to get to the vehicle. We ask every Member, at the time of the call, to be ready one hour before the appointment so when the driver arrives they are ready to go.

How far away can a Member's appointment be from their home?

MTM will transport anywhere in the state of Nebraska and contiguous states. There may be a need for a prior approval for a Member based on their county and whether their Medical Provider is in network or out of network. Our Contact Center Representatives will be able to handle those needs and request prior approval from Nebraska Total Care.

Can a parent under 19 years of age ride alone with their baby to the baby's medical appointment?

If a parent is under 19 years of age and has a child that needs to attend a non-emergent medical appointment, the parent must be emancipated or they will need to have someone 19 years of age or over to accompany them and the child Member. This is an exception to the one passenger per minor Member guideline.

Who is in your transportation network?

Our Logistics team continues to build a robust network of providers across the state. We want to utilize local companies to support local areas. However, we also want to build a network that can support all areas of the state. If you have any particular transportation company that you feel does a great job for your patients, let us know.

What happens if the Member calls for an appointment but doesn't give you two business days' notice?

We will educate the Member on the days' notice requirement and set the trip. We will document this in the Member's file. On the third offense, we will continue education and employ MTM's urgency guidelines.

Can parents visit their child in the hospital?

This is conditional and requires Nebraska Total Care's prior approval.

Are you using Uber or Lyft?

No. We utilize a network of transportation providers that are credentialed and meet the requirements of MTM/Nebraska Total Care and the State of Nebraska.

How will Members know what MCO they are with and who to call?

They will receive information from the MCO, including a health plan specific insurance card. On the back of their Nebraska Total Care insurance card will be the Nebraska Total Care Member Services phone number. That is 1-844-385-2192, Nebraska Relay Service 711.

Will other Members be riding in the same vehicle at the same time?

This plan does allow for ride sharing, unless it is deemed as inappropriate for a ride share to occur.

What if a parent has multiple kids at home and needs to take one of them to the doctor, can they all go?

No. Protocols allow for the Member and one additional medically necessary passenger. If a patient is a minor, then a parent can accompany the child.

What if the Member has Medicaid as their secondary insurance? Do these benefits still apply?

Medicaid benefits are to be used after other insurance options have been exhausted.