

# Transportation Frequently Asked Questions for Members

## **What is NEMT?**

NEMT is Non-Emergent Medical Transportation. This means transportation to medical appointments when there is not an emergency. These appointments are scheduled.

## **Who should I call to arrange transportation?**

Call Nebraska Total Care. The phone number is 1-844-385-2192, Nebraska Relay Service 711.

You can choose the transportation option. This will connect you with the transportation company. The company is called MTM.

## **When can I call to schedule transportation?**

MTM is open Monday – Friday 8:00 a.m. until 7:00 p.m., central time. For routine appointments call during these times.

If you need an urgent appointment because you are sick or hurt, you can call any time.

## **Are there other ways to arrange transportation?**

Yes. You can schedule an appointment online. Go to the [MTM Member Portal](#) to schedule.

## **How soon should I arrange transportation?**

Call or go online at least 3 business days before your appointment. If your appointment is urgent and scheduled in less than three days, call as soon as you can.

## **What is a routine appointment?**

A *routine appointment* happens when you do not need to see your provider right away. Schedule transportation three days before these appointments.

## **What is an urgent appointment?**

An *urgent appointment* happens when you need to be seen quickly. Schedule transportation as soon as possible for these appointments.

### **Do I call MTM in an emergency?**

No. MTM is not able to help you in an emergency.

If you are not sure if it is an emergency, call your doctor. Your doctor will tell you what to do. If your doctor's office is closed there should be a message telling you how to get help.

You can also call our 24/7 Nurse Advice Line. The number is 1-844-385-2192, Nebraska Relay Service 711.

### **How do I cancel my scheduled transportation?**

Call Nebraska Total Care and choose the transportation option. The phone number is 1-844-385-2192, Nebraska Relay Service 711. Call 24 hours before your scheduled transportation whenever you can.

### **Am I eligible for transportation services?**

Non-emergency transportation services are available to members who do not have access to reliable transportation, who cannot drive or secure free transportation.

You are not eligible for transportation if:

- You have your own car.
- You can use free transportation

If you have questions about eligibility, MTM can help you.

### **Can I get gas money to drive my own car to appointments?**

No. This is not a covered benefit for Heritage Health.

### **Can a family member transport me to my appointment and receive reimbursement?**

Only if they have a contract with MTM to provide transportation. Family members can ask to join MTM's transportation provider network. There is an online application at [mtm-inc.net](http://mtm-inc.net).

### **What is an LON form?**

LON stands for *Level of Need*. Some members need extra accommodations for their transportation. This form tells MTM what they need. This could include:

- Wheelchair transportation
- A low profile vehicle
- Inability to take bus/public transit
- Some other accommodation

### **Who completes the LON form?**

The doctor fills out the LON form. They send it to MTM. If your doctor needs the form, MTM can send it to them.

**Will transportation be denied if I do not have an LON form?**

MTM will not deny transportation. However, they may not be able to accommodate your specific needs without the form.

MTM can accommodate your request for two weeks without the form.

**How long does an LON form last?**

The form will be kept for one year. After a year, you will need a new form.

**Do I have to take the bus?**

Maybe. You will be given bus passes if your pickup and drop-off locations are ½ mile from the bus stop or less.

If you cannot take the bus, MTM will need a LON form. This is how your doctor would tell us you need an accommodation.

**What is a Medically Necessary Attendant Form?**

Some members need a person to help them at appointments. This form tells us that you need an attendant to ride with you.

Your attendant cannot ride with you until we have this form.

**Who should completed the Medically Necessary Attendant Form?**

The doctor fills out the form. They send it to MTM. If your doctor needs the form, MTM can send it to them.

**Are there age restrictions for transportation?**

A member under 19 years old cannot ride alone. They must be with their parent or guardian. Or, they can be with someone their parent or guardian chooses.

**What is a prior approval?**

Some services need prior authorization. This means MTM has to get the transportation approved before they arrange it.

MTM will make the request to Nebraska Total Care.

**When is a prior approval needed?**

Approval is needed when:

- The provider is not in our network.
- The provider is more than 20 miles away from you.
- The appointment does not meet medical guidelines.
- There are other special circumstances.

**What if transportation is not prior approved?**

If you or your provider think we made the wrong decision you can file a formal grievance. You can call Member Services for help filing this.