

January 1, 2022



UMPQUA HEALTH

ALLIANCE

Rider's Guide

Non-Emergent Medical Transportation



OHP-UHA-21-030

Unfair Treatment

Do you think UHA or a provider treated you unfairly? We must follow State and Federal Civil Rights laws. We cannot treat people unfairly in any program or activity because of a person's:

- Age
- Color
- Disability
- Gender identity
- Marital status
- National origin
- Race
- Religion
- Sex
- Sexual orientation

Everyone has a right to enter, exit and use buildings and services. They also have the right to get information in a way they understand. We will make reasonable changes to policies, practices and procedures by talking with you about your needs.

To report your concerns or get more information please contact our diversity, inclusion and civil rights executive manager:

Web: www.umpquahealth.ethicspoint.com
Email: compliance@umpquahealth.com
Phone: 844-348-4702, TTY 711
By Mail: Umpqua Health Alliance
Attention: Chief Compliance Officer
3031 NE Stephens St.
Roseburg, OR 97470

You also have a right to file a Civil Rights Complaint with the U.S. Department of Health and Human Services, Office for Civil Rights (OCR). Contact that office one of these ways:

Web: ocrportal.hhs.gov/ocr/smartscreen/main.jsf
Email: OCRComplaint@hhs.gov
Phone: 800-368-1019, 800-537-7697 (TDD)
By Mail: U.S. Department of Health and Human Services Office for Civil Rights
200 Independence Avenue SW
Room 509F HHH Bldg.
Washington, DC 20201

You can report concerns to the Oregon Health Authority:

Web: www.oregon.gov/OHA/OEI
Email: OHA.PublicCivilRights@state.or.us
Phone: 844-882-7889, TTY 711
By Mail: Office of Equity and Inclusion Division
421 SW Oak St., Ste 750
Portland, OR 97204
By Fax: 971-673-1330

You also can file a report with the Bureau of Labor and Industries Civil Rights Division:

Email: crdemail@boli.state.or.us
Phone: 971-673-0764, TTY 711
By Mail: Bureau of Labor and Industries Civil Rights Division
800 NE Oregon St, Ste 1045
Portland, OR 97232

If you need another language, large print, Braille, CD, tape or another format, call Customer Care at 541-229-4842, toll free 866-672-1551, or TTY 541-440-6304. Members may access free sign and oral interpreters, as well as translations and materials, such as Provider Directories, Member Handbooks, Appeals and Grievance Notices, Denials and Termination Notices, and any other items, in alternate formats free of charge. All written materials can be provided within 5 business days.

You can have a voice or sign language interpreter at your appointments if you want one. When you call for an appointment, tell your provider's office that you need an interpreter and in which language. Information on Health Care Interpreters is at www.Oregon.gov/oha/oei.

Si necesita otro idioma, impresión grande, Braille, CD, cinta u otro formato, llame al servicio de atención al cliente al 541-229-4842, número gratuito 866-672-1551, o TTY 541-440-6304. Los miembros pueden acceder gratuitamente a intérpretes de letreros e intérpretes orales, así como a traducciones y materiales, como directorios de proveedores, manuales de miembros, avisos de apelaciones y reclamaciones, avisos de denegación y rescisión, y cualquier otro elemento, en formatos alternativos de forma gratuita. Todos los materiales escritos se pueden proporcionar en un plazo de 5 días hábiles.

Puede tener un intérprete de voz o lenguaje de signos en sus citas si lo desea. Cuando llame a una cita, dígame a la oficina de su proveedor que necesita un intérprete y en qué idioma. La información sobre los intérpretes de atención médica se encuentra en www.Oregon.gov/oha/oei.

CUSTOMER CARE LOCATION AND HOURS OF OPERATION

Umpqua Health Alliance Customer Care office is located at:
500 SE Cass Ave Suite 101, Roseburg, OR 97470

Hours of operation
Monday through Friday
8:00 am to 5:00 pm

UHA Customer Care is closed on the following days:

New Year's Day	Veteran's Day
Memorial Day	Thanksgiving
Independence Day	Day After Thanksgiving
Labor Day	Christmas Day

Members may reach a person 24 hours a day, seven days a week by calling:
541-229-4UHA (541-229-4842) | Toll Free: 866-672-1551
TTY 541-440-6304 or 711
Fax: 541-677-6038

ROMANIAN / ROMÂNĂ

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Program/Contact: Umpqua Health Alliance

Telefon: 541-229-4842

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方案/联系人: Umpqua Health Alliance

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电子邮件:

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Điện thoại: 541-229-4842

LAO

thansamad ao ekasan sabab nipenphasa un phim hainy phimsa mong ru hubaebb thithan-tongkan odnybo siakha

aephnngan kan tidto Umpqua Health Alliance
boeoth 5412294842

imev UHCustomerCare@umpquahealthcom
phuakhao nyomhab kan oth songto thukthan ru thansamadkod 711

JAPANESE / 日本人

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プログラム/お問い合わせ: Umpqua Health Alliance

電話: 541-229-4842

メール: UHCustomerCare@umpquahealth.com

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Kwomaroñ bōk in ilo kajin ko jet, jeje kōn leta ko rekiļep, ilo braille ak ilo bar juon wāween emmanļok ippaṃ ejjeļok woñāān.

Kōjeļāin program/kepaake: Umpqua Health Alliance

Telpon: 541-229-4842

Email:

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البرنامج/ Umpqua Health Alliance
الاتصال:

الهاتف: 4842-229-541

البريد UHCustomerCare@umpquahealth.com

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Phone: 541-229-4842

KOREAN

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프로그램/연락처: Umpqua Health Alliance

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BURMESE

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bharsarhcakarmyarr, ponenhaiut hcarlone kyee,
myetmamyin hcar shoetmahote sain
nhaitaatsaw ponehcan hpyang rashi ninesai.
aahceaahcain / saatswalraan: Umpqua Health Alliance

hponenanparat: 541-229-4842

Email: UHCustomerCare@umpquahealth.com

laat sang kam hkawsomhu aarrloneko laathkan

THAI

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CAMBODIAN / KHMER

anak ach ttuol ban eksar nih chea pheasaea
phsaengtiet kar baohpoump thom aksaar bre l
ru tomrng na del anak penhchett daoy
itkitathlai.

kammovithi /tomneaktomng: Umpqua Health
Alliance

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CHUUKESE

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watte), ika non “braille” (faniten ekewe mei
chun), ika ren pwan ekoch sakkun pisekin ika an-
gangen aawewe.

Meeni pirokram/io kipwe poporaus ngeni:

Umpqua Health Alliance

Fon: 541-229-4842

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بزرگ، خط بریل یا فرمت مورد نظر خود رایگان دریافت
کنید.

اتحاد بهداشت درمان Alliance Health Umpqua

تلفن: ۲۲۹-۴۸۴۲-۵۴۱

POHNPEIAN / LOKAIA EN POHNPEI

Komwi kak alehda doaropwe wet ni lokaia
tohrohr akan, ni nting laud, braille (preili: nting
ohng me masukun), de ni ehu mwohmw
tohrohr me komw kupwurki, ni soh pweipwei
oh soh isipe.

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OROMO (CUSHITE) / AFAAN OROMOO

Galmees kana afaanoota biraatiin, barreefama
qube gurguddaatiin, bireelii ykn barreefana
warra qaroo dhabeeyyii ykn haala atii
barbaadduun kanfaltii malee argachu ni
dandeessa.

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Table of Contents

Unfair Treatment.....	2
Words to Know	10
Welcome.....	11
Who Can Receive Free Rides.....	11
Service Hours.....	11
Types of Rides.....	11
Scheduling a Ride.....	12
What to Expect from Your Driver.....	13
Contingency Plan for Peak & Bad Weather Transportation.....	13
When to Be Ready.....	14
Cancellations, Rescheduling, or No-Shows.....	14
Urgent Rides.....	15
Ride Denials.....	15
Appeals.....	15
Filing a Complaint.....	15
Complaint (Grievance) and Appeal Resolutions	15
Mileage Reimbursement.....	16
Meals and Lodging Reimbursement.....	16
Refund Rates.....	17
Overpayments / Member Billing	17
Safety Belts and Car Seats.....	18
Attendants.....	18
Children.....	18
Wheelchair and Other Mobility Aids.....	19
Services Animals and Companion Animals.....	19
Privacy Policy.....	20
NEMT Policies	20
How UHA Makes Sure You Are Safe	21
Passenger Rights and Responsibilities.....	22-25
MTM Link Member Web Portal and Mobile App User Guide	26-44
Frequently Asked Questions	45

Words to Know

Appeal— When you ask your plan to review a decision the plan made about covering a health care service. If you do not agree with a decision the plan made, you can appeal it and ask to have the decision reviewed.

Attendant— Someone whose job is to help others.

Bad Weather — Severe heat or severe cold. Flooding or tornado warnings. Heavy snow or icy roads.

CCO—Coordinated Care Organization. A local group of health care providers. They are doctors, counselors, nurses, dentists and others who work together in your community. CCOs help make sure OHP members stay healthy.

CFR—Code of Federal Regulations. Published list of the general rules and laws.

Complaint—A statement of dislike about a plan, provider or clinic. The law says CCOs must respond to each complaint.

Corrective Action Plan— A document telling how a specific situation will be changed. This is to better meet the goals of a company.

Denial—A PA request that is denied, stopped, or reduced.

Emergency— An illness or injury that needs care right now. A physical health example is bleeding that won't stop or a broken bone. A mental health example is feeling out of control or feeling like hurting yourself.

Emergency Medical Transportation— Using an ambulance to get to care. Emergency medical technicians (EMT) give you care during the ride or flight. This happens when you call 911.

FBDE— Full Benefit Dual Eligible. Members who are eligible for Medicare and Medicaid.

Grievance—A complaint about a plan, provider, or clinic. CCO's must respond to each complaint.

Mass Transit—Public transport. Like buses and subway trains.

Medically Necessary—Services and supplies that your doctor says you need. You need them to prevent, diagnose, or treat a condition or its symptoms. It can mean services that a provider accepts as standard treatment.

Member—Someone eligible for UHA or NEMT services.

MTM— Medical Transportation Management. UHA's contracted Non-Emergent Transportation (NEMT) provider.

NEMT—Non-Emergent Medical Transportation. Rides given for medical situations that are not an emergency.

No-Show—When you do not show up, or cancel, a scheduled ride.

Oregon Administration Rules (OAR)—Official rules set by Oregon state laws.

Oregon Health Authority (OHA)—The state agency that is in charge of OHP and other health services in Oregon.

Oregon Health Plan (OHP)—Oregon's medical assistance program. It helps people with low incomes get access to care.

Participating Providers—Transport providers, or transport drivers.

Passenger—Person who travels in a vehicle who is not the driver.

Policy—A plan of action followed by a business.

Preapproval (Preauthorization, PA, or Prior Authorization)— Permission for a service. This is usually a document that says your plan will pay for a service. Some plans and services require this before you get the care.

Refund—The act of paying back. The money that is paid back.

Secure Transport—NEMT services for the involuntary ride of members who are in danger of harming themselves or others.

Transportation Driver—The person who is hired to drive you to your appointments and back home.

Trip—Transport from point of pick-up to the drop off point.

Umpqua Health Alliance—A managed care plan for the Oregon Health Plan that serves Douglas County.

Urgent— Care that you need the same day. It could be for serious pain, to keep you from feeling much worse, or to avoid losing function in part of your body.

Welcome!

Umpqua Health Alliance (UHA) works with Medical Transportation Management (MTM) to give rides to medical appointments and other medical services. This Riders Guide is to help you understand how Non-Emergent Medical Transportation (NEMT) works. This is so you know when and how to use this service. You can get this in paper form without charge at any time. We will mail it to you within 5 business days. You can also find this on our website at www.umpquahealth.com. Hover over OHP Members drop down menu and select “Riders Guide”.

Who Can Receive These Rides?

Any UHA member that is currently active can receive rides for covered OHP services. No matter which plan you signed when you applied. Prior to your ride being scheduled, MTM will confirm that you are active on UHA and that it is a covered service or is a health-related service.

These rides are available for members who need help getting to and from a covered service. This is free of charge. You can use this service to even go to the pharmacy to pick up your medicines.

Full Benefit Dual Eligible (FBDE) members are also able to receive rides through MTM. They will confirm that you are able to get a ride and that the service is covered through your Medicare plan or Medicaid plan.

Service Hours

MTM’s call center is open Monday through Friday, from 8 a.m. to 5 p.m. for routine appointments. They have qualified multilingual staff available if you need additional help. Please call them at their Toll-Free number to schedule an appointment. If calling after hours, or for urgent scheduling, there is a 24 hour hotline available. You can also schedule 24/7 using the online portal, or Mobile App. See page 12 for more information.

MTM’s call center may be closed on certain holidays, such as, but not limited to New Year’s Day, Memorial Day, Independence Day, Labor Day, Thanksgiving, and Christmas Day.

Medical trips are covered and provided 24 hours a day, 365 days a year. In accordance with OAR 410-141-3920:

- Same day for NEMT Services,
- Up to 90 days in advance,

- Multiple NEMT services at one time for multiple appointments up to 90 days in advance.

After hours, weekends, or holidays may be more difficult to arrange. If you have an appointment during that time, please make sure to contact MTM ahead of time. They will need to arrange a ride for you.

Types of Rides

MTM will work with you to provide you the best ride to fit your medical needs. The following are ride options available:

- Bus (tickets or passes) or Mass Transit
- Wheelchair Van
- Sedan
- Secure Transport
- Stretcher Car
- Mileage Refund

They will schedule and assign the trip to an appropriate NEMT provider after approving the ride. UHA will make modifications if you have special conditions or needs, including behavioral health or physical disabilities. If receiving mileage refund or using mass transit, MTM is not responsible for setting up that ride.

MTM is a shared ride program. This means that other passengers may be picked up or dropped off along the way. When possible, you may also be asked to schedule multiple appointments on the same day to avoid repeat trips.

Secure Transport is provided to members who are unable to be transported by any other means due to a mental health crisis. This can be for someone who is in a crisis or at immediate risk of harming themselves or others due to a mental or emotional problem or substance abuse. This type of transportation means that members may need to be restrained during the transport.

Scheduling A Ride

To get a ride with MTM:

Call Toll-Free: 1-855-735-1188

- Talk directly to a person in MTM Customer Care

Go to their Online Portal:

- Live chat with MTM Customer Service via Instant Message

Use the MTM Mobile App:

- Access your profile anywhere, any time. See page 26 for more information on getting started.

You can use these options to:

• Schedule a Ride

• Make Changes to a Ride

• Check on a Ride

• Cancel a Ride

MTM prefers NEMT services be scheduled at least two business days ahead. However, they may be scheduled up to 90 days ahead of time. When scheduling your ride, MTM cannot require you to arrive more than 1 hour before the scheduled appointment. They will also schedule same day NEMT trips if needed. You can schedule more than one trip at a time for all of your appointments. Your ride will be approved and scheduled, or denied, within 24 hours of the request. The time-frame can be reduced as needed to make sure that you get to your appointment with enough time to check in and prepare for your appointment. MTM will make all efforts for members to have access to NEMT services 24 hours a day.

You can contact MTM 24 hours a day., 7 days a week, 365 days a year.

For Emergency Room Trips, please call 911.

When calling MTM, please be ready to answer the following questions. This is so they can make sure your ride fits your needs:

- | | | |
|--|--|---|
| • Your Name | • Date and time of your appointment | • Do you use any devices that help with mobility? |
| • Your UHA ID number | • Return pick-up time and date after appointment | • Do you have any special physical or behavioral health needs? |
| • Your pick-up address | • Reason for the appointment | • Can you get in and out of a car unassisted? |
| • Your phone number | • Directions to get to your home or appointment | • Do you use a wheelchair? Do you need to use a wheelchair van? |
| • Provider and office's name and address | • Do you use a cane or walker? | |
| • Provider and office's phone number | | |

MTM will make sure your driver will have all of your information before pick up. MTM will schedule your pick up with enough time so you can check-in and prepare for your appointment. They will make sure you arrive no less than 15 minutes early. This is to prevent a late drop off.

If scheduling for a minor, MTM will need to know the child's personal information. They will also need the information for the adult who will be joining them. For more information, please see the children section on page 18.

If you are over the age of 18 and have a Member's Representative, they can schedule the ride for you. This can include a Community Health Worker (CHW), foster parent, parent, care taker, or any other delegated provider.

If you want to limit who can schedule rides for you, please let MTM know. They will put in your profile a special password set by you.

What to Expect from Your Driver

When your transportation driver arrives, they may come to the door of your home or the main entrance to your doctor's office to let you know that they have arrived.

MTM's transportation drivers are there to help you get to your appointments, Hand-to-Hand, Door-to-Door, and Curb-to-Curb. If needed, they can assist you into or out of the vehicle. The driver may also help you into the main entrance to your doctor's office. However, they cannot assist you into the medical rooms or any other areas of the building. If you require further assistance, you may ask the office staff for help. If you have a personal care attendant, they can also help you. For more information about a personal care attendant, please see page 19 of this guide.

The transportation drivers are not allowed to enter your room, except for hospital discharges or stretcher transports.

These drivers do not help transfer you between a bed to a wheelchair or wheelchair to vehicles. Some drivers will not be able to help you up or down stairs if you are in a wheelchair. If you use a wheelchair, please inform MTM when you schedule your ride of any special requirements you may have. This is to ensure that an appropriate driver is scheduled for you.

Drivers are not allowed to request, or accept cash, fairs, or tips for your ride.

When there is a scheduled ride and the driver arrives, they will let the passenger know. The driver is required to wait at least 15 minutes after the scheduled pick-up time. If the passenger is not ready by that time, the driver will call MTM Customer Service and let them know before they leave.

Contingency Plan for Peak & Bad Weather Transportation

If there are delays that could cause you to be more than 15 minutes late for your appointment, your driver will work to plan another way for you to get there. Traffic and weather can affect how long it takes to drive to your appointment. MTM has plans in place to make sure drivers are able to give you a ride.

Bad weather may cause rides to be late or limited in what kinds of rides can be scheduled. This weather could be severe heat, severe cold, flooding, tornado warnings, heavy snowfall, or icy roads. These conditions might make it unsafe to drive you to your appointment.

When bad weather hits, MTM will keep up with the weather. They will see if it is safe to continue with your ride. MTM will make every effort to make sure you have the right kind of ride for the weather. They will work with you and your provider to change ride plans if the weather is not safe to travel in. If the drivers are not able to take you because the roads are not safe for travel, MTM will contact you to let you know. When necessary, they will work with another NEMT provider to ensure timely reassignment of the affected trip. If you need critical medical care, you can still receive rides. This includes, but is not limited to: renal dialysis, radiation, and chemotherapy.



When to Be Ready

It's very important to make sure you are ready for your appointment. When you schedule your ride, the representative will give you the time when your driver will arrive. The transportation driver may arrive 15 minutes before, or 15 minutes after your scheduled pick-up time. Please make sure to give yourself enough time when scheduling to allow for this extra time. If your driver does not arrive in that timeframe, please call MTM right away.

Once you are done with your appointment, your driver should arrive at the scheduled pick-up location 15 minutes before, or 15 minutes after that time. For return trips that are not pre-scheduled, once you call the driver to let them know you're ready to be picked up, they will meet you within one (1) hour. If they do not pick you up in that timeframe, please call MTM right away.

If you miss your scheduled ride, you **MUST** call MTM at the number at the bottom of the page. Do **NOT** call the transportation driver to reschedule.

If you are not ready when the driver arrives, they will wait 15 minutes. After 15 minutes, the driver may go to their next scheduled pickup and you will need to reschedule with MTM. Before the driver leaves, they will call MTM dispatch and let them know they are leaving your location.

If your driver arrives before your scheduled pickup, you do not have to leave early. You are not required to enter the transportation vehicle until your scheduled pick-up time. The 15 minutes will start at the scheduled pickup time.

MTM drivers are not permitted to drop you off more than 15 minutes of the business opening or closing. This may be allowed if requested by you, your parent or guardian, or your representative. This may also be allowed if your appointment is not expected to end within 15 minutes of closing.

Cancellations, Rescheduling, or No Shows

If you need to cancel or reschedule your ride, contact MTM as soon as you can. This is so the driver can be notified. Do **NOT** call the driver directly. MTM will do their best to adjust to any sudden schedule changes.

You can cancel or make changes to your ride by phone, web, or mobile app. These are available 24/7.

If you have a ride scheduled, and do not cancel or reschedule it, it will be marked as a no-show.

If you call MTM to cancel your ride and the driver is on their way, this will also be treated as a no show.

Many no shows may end up in MTM refusing rides. It is very important that you make every effort to cancel your ride. Please do this within a reasonable time before the scheduled pick up. Failure to do so can result in the lack of available rides to other customers.

The following service changes can happen if you keep no showing:

- Limiting the number of rides you can schedule at a time,
- Limiting how far ahead you can schedule rides,
- Limit you to a specific NEMT provider,
- Only allow you to use mileage reimbursement.

The following may also cause changes to your ride services:

- A member has a health condition that is a direct threat to the driver or others in the vehicle,
- A member threatens harm to the driver or others in the vehicle,
- A member engages in behavior or creates situations that puts the driver or others in the vehicle at risk of harm.

Urgent Rides

If you have an emergency, call 911. MTM and UHA cannot arrange emergency ambulance rides.

If you need to go to the Urgent Care and be seen right away, urgent rides can be set up if available. If you need an urgent ride, please contact MTM at the number at the bottom of the page.

Ride Denials

Some rides may not be covered because UHA has not approved it. For example: You want to go to a doctor that is not in Douglas County. UHA needs an approved prior authorization (PA) before a ride can be approved. To find out if you have an approved PA, you can call your doctor or UHA's Customer Care at the number at the top of the page.

You may also get a ride denial if you have been put on a limited ride policy because of too many no shows. See page 14 to learn about the no show policy.

MTM will either approve and schedule, or deny your ride within 24 hours of receiving the request. If your ride is denied, you will receive a Notice of Action Benefit Denial (NOABD) letter.

Before mailing out your NOABD, UHA must provide a second review by another employee when the first reviewer denies the ride. UHA will send out the NOABD within 72 hours of the denial. This letter will go out to you, and the provider or other third party you were scheduled to see.

Appeals

There are times when requests for NEMT will be denied. Members have the right to file a grievance or appeal about anything related to their services. All members will be provided a letter if their ride is denied.

If you do not agree with the reason MTM denied your ride, call them to file an appeal. Their number is listed below. You may also file an appeal with UHA by calling Customer Care at the number above.

Filing a Complaint

If you are unhappy with MTM or UHA, whether that includes your driver, their vehicle safety, quality of services, or interaction with your provider (like they were rude, you were unable to access services, or your rights were violated), you are encouraged to file a complaint or grievance. We will try to make it right. Just call UHA's Customer Care at the number at the top of the page to have us file a complaint on your behalf. You can request a complaint form to be mailed to you. You can also send us a letter letting us know about what has happened. Please send these letters to:

Umpqua Health Alliance
500 SE Cass Ave, Suite 101
Roseburg, OR 97470

Complaint (Grievance) and Appeal Resolutions

UHA directs members (and passengers) to follow the grievance and appeal system for NEMT services which can include:

- Denial of NEMT services in full or in part,
- Driver or vehicle safety,
- Quality of services,
- Appropriateness of services,
- Access to services.

Appeals and complaints include those received from members, medical providers or facilities, with member consent. A grievance may be filed at any time. If UHA delegates its NEMT services to another company (like a taxi service), neither one of them will stop you from making a complaint. You may also file or submit the same complaint to both the NEMT provider and UHA. UHA will document, respond, address, and resolve all member complaints and appeals provided by UHA or MTM.

Complaints and appeals are recorded within UHA and reviewed by the Appeals and Grievances team. Complaints are tracked based on their nature. This includes any known provider involved. UHA will look into and resolve all complaints within 30 calendar days. The member will get a letter about the outcome.

Mileage Reimbursements

MTM provides mileage reimbursement if you are able to get yourself to an appointment. This includes using your own car or getting a ride from someone else. You can schedule a ride via phone call, online, or using our mobile app. MTM has a Trip Log that you must fill out to receive reimbursement. You can find this form on their website: <https://memberportal.net/?planCode=UHA> , or you can call MTM Customer Care and request one be mailed to you.

How it works:

You can call, go online, or use the app to schedule your ride.

The day before, or the day of your appointment, you must call MTM Customer Care at the number on the bottom of this page. They will give you a trip number, which you must write on your trip log.

Any healthcare professional at the facility must sign the trip log. This includes nurses, therapists, physicians' assistants, or nurse practitioners. It does not have to be the doctor.

When you have completed your Trip Log, you can send it in to MTM for reimbursement. You must submit your trip log within 60 days of the first appointment. UHA may disallow your request if we receive it more than 60 days after the trip. You can send in your Trip Log:

By Email:

payme@mtm-inc.net

By Fax:

1-888-513-1610

By Mail:

MTM, Attention: Trip Logs
16 Hawk Ridge Dr
Lake St. Louis, MO 63367

Please note that MTM is not responsible for setting up any rides that are eligible to receive mileage reimbursements.

Meals and Lodging Refunds

If you have an appointment that is outside of Douglas County, you may be eligible for meals and/or lodging reimbursement.

Meal Reimbursements are received if you travel outside of your local area (in urban areas, 30 miles or 30 minutes; for rural areas, 60 miles, or 60 minutes), for a minimum of four (4) hours round-trip.

Lodging Reimbursements are available if the travel time begins before 5:00 am in order to reach your appointment, if the travel from your appointment would end after 9:00 pm, or your doctor documents it's medically necessary. MTM may provide lodging refunds in special situations.

You and your attendant, parent, or guardian may go with you if medically necessary and receive a refund for meals and lodging. This is allowed if any of the following apply:

- The member is a minor child and unable to travel alone
- Your doctor gives a signed statement saying that an attendant must travel with you
- You are mentally or physically unable to get to your appointment without help
- You would be unable to return home without help

Additional attendants may be refunded for meals and lodging under special situations if necessary.

MTM may hold refunds if the amount is less than \$10.00 until the members refund reaches \$10.00.

Reimbursement Rates

The reimbursement rates are calculated as followed:

- Mileage Refund:
 - \$0.25 a mile
- Meal Refund:
 - Breakfast: \$3.00—Travel must begin before 6:00 am,
 - Lunch: \$3.50—Travel must span the entire period from 11:30 am to 1:30 pm,
 - Dinner: \$5.50—Travel ends after 6:30 pm,
 - Attendant Meals—\$12.00 per day
 - Breakfast: \$3.00
 - Lunch: \$3.50
 - Dinner: \$5.50
 - You do NOT need to submit receipts for your meals.
- Lodging Refund:
 - Lodging amount: \$40.00 per night,
 - Attendant lodging: \$40.00 per night (if staying in a separate room)
 - Lodging will not be reimbursed if the trip can be made in one day. Also, for multiple appointments on different days when they can be scheduled on the same day. This is unless your provider says it's medically necessary to stay over night.

If someone other than the member or a parent or guardian of a minor provides the ride, MTM may reimburse them.

For more information about MTM Reimbursement Policy and rates, please contact them at the number at the bottom of the page.

MTM provides reimbursements through a US Bank Debit Card for the following services:

- Mileage Reimbursement
- Meals
- Lodging

Overpayments

If MTM over pays you, we may ask any over payment back. Overpayments happen when MTM or other transportation services paid for:

- Mileage, meals, and lodging, but another provider also paid for the services to:
 - The member
 - The provider who gave the ride, meals, or lodging.
- If the reimbursement money was provided when services were not used (like you didn't go to your appointment but received a refund anyways)
- If a refund request is received for mileage and the ride was shared with another member who also received mileage refunds.
- If public transit (bus) tickets or passes were issued and the tickets were sold or gave the tickets or passes to someone else.



Member Billing

UHA members do not have to pay for covered services even if UHA or its contracted transportation provider denied reimbursement for the transportation service. This includes getting a ride through MTM. If MTM sends you a bill, please contact UHA's Customer Care at the number listed above and we will help you get the bill cleared up.

UHA does not have any cost-sharing for NEMT services.

Safety Belts and Car Seats

Per Oregon State law, it is required that all people wear an appropriate restraint while riding in a moving vehicle. If you or anyone riding with you requires a seat belt extender, you must notify MTM at the time you schedule the ride.

Car seats and booster seats are required by law for all children until the following:

- Until they are taller than 4'9",
- Weigh more than 40 pounds,
- and are over eight years old .

You are required to bring your own car seat or booster seat, and install it in the seat. Your driver cannot install the seat for you. These cannot be left in the driver's vehicle. This is because you may not have the same driver picking you up from your appointment.



Attendants

If you need more help than your driver can provide, an attendant (Member Representative) must come with you. You, your guardian, or your caregiver is responsible for providing an attendant when needed. The attendant must meet the requirements under OAR 410-141-3935. They can be your mother, father, stepmother, stepfather, grandparent, or guardian. An attendant may also be any adult 18 years or older authorized by a member's parent or guardian.

One attendant can travel with you at no cost. Extra riders may have to pay a fare or a shared ride cost. An additional attendant may accompany you with secured transport, if it is needed. MTM only provides the ride, they are not responsible for the cost of bringing an attendant along. This includes their wages, meals, or other costs they may charge.

Children

Children ages 12 and under are required to have an adult attendant with them at all times. The attendant must be one of the following:

- Parent or legal guardian
- Adult relative
- An adult expressly identified in writing by the parent or guardian as an attendant
- A volunteer or employee of the Department of Human Services (DHS)

An adult attendant can ride with the child at no cost. If your child is over 12, it is not required that they have an adult attendant. However, one adult may go with a child up to the age 18 at no cost. Most providers require an adult signature for most procedures for any child under 18 years of age.

Oregon State law requires children be in car seats or booster seats. Please see the section above for the policy.

Wheelchair and Other Mobility Aids

If you use a wheelchair, power wheelchair, scooter, or other mobility aids, please let MTM know when scheduling your ride. This is to make sure that the right vehicle is scheduled for you.

If you use a non-standard or oversized wheelchair, you must inform MTM when scheduling your ride so that an appropriate vehicle can be sent. An oversized wheelchair is the following:

- Larger than 30 inches wide
- 48 inches long
- Weighs more than 600 pounds when occupied

Three-wheeled scooters are difficult to secure once in the vehicle. If you use a scooter, you will likely be asked to secure yourself into a vehicle seat for your safety. You are not required to do so.

If you use a walker or cane, they will need to be safely stowed in the vehicle once you are seated. The driver will help you secure your equipment if needed.

Oxygen tanks must be secured in a carrier used for mobility.



Service Animals and Companion Animals

MTM allows all trained service animals in their vehicles. These animals are to help people with disabilities. You must let MTM know when scheduling your ride if you are bringing a service animal with you. You also must let MTM know if you are bringing a companion animal.



Privacy Policy

UHA and MTM's employees and drivers are not allowed to talk about, or share Oregon Health Plan (OHP) information, except for normal business reasons.

A law called the Health Insurance Probability and Accountability Act (HIPAA) protects your medical records and keeps them private. We will not discuss the reason for your appointment where others can hear.

There are State and Federal laws that protect member's privacy. Health care information will not be released by UHA or our providers without your approval. Except in an emergency or when required by State and Federal regulations. However, your clinical records may be reviewed by the State or Federal government to see if we gave you the best possible care.

NEMT Policies

UHA requires that all drivers do not change the assigned pick up time without prior, noted consent from MTM and you. MTM will give you information about your scheduled ride no later than 2 days prior to the scheduled pick-up time. This information includes:

- The name and telephone number of the driver,
- The scheduled time and address of pick-up,
- and the name and address of the provider you are scheduled with.

The driver is responsible for deciding if the scheduled ride has been made.

When scheduling a ride, UHA or MTM is required to inform members of any ride arrangements. They will ask for your preferred way of contact (call, email, fax), and what time. UHA or MTM will let you know of the ride arrangements as soon as they are made. They will also tell you before the date of the ride.

MTM will make sure that they provide updated information to the drivers. They will monitor the driver's location. And they will fix any pick up or delivery issues. Drivers are not permitted to drop you off for an appointment more than 15 minutes before the offices open, or 15 minutes after the offices close for the day. This may be allowed if your appointment is not expected to end within 15 minutes after closing. This also may be allowed if requested by you, your parent or guardian, or your representative.

In the event of an accident or incident, the driver will send an email notice to MTM within 24 hours. In this notice they will include the following information:

- Name of driver,
- Name of passenger,
- Location of the incident,
- Date and time of incident,
- Description of the incident including any injuries that were caused by the incident,
- Where the driver or passenger required treatment in at a hospital.

If needed, there will be a police report filed. This report will have an Administrative Notice. The full report will be sent to OHA.

MTM and UHA will cooperate with any and all investigations related to any incident or accident.

If you would like to see UHA's NEMT policies, please visit our website at www.UmpquaHealth.com and go to the OHP Member's section.

How UHA Makes Sure You Are Safe

UHA does a Readiness Review of our NEMT providers before contracting with them. This means that we ensure that all of the providers and drivers go through background checks. They are subject to the Participating Provider Credentialing Requirements laid out in Oregon Administrative Ruling (OAR) 410-141-3925. This is done before giving rides to our members. Once the driver and vehicle pass the requirements, they will be able to schedule and give rides to our members.

All vehicles shall include, without limitation, the following safety equipment:

- First aid kit
- Fire extinguisher
- Flashlight
- Tire traction devices, when appropriate
- Disposable gloves; and
- Roadside reflective or warning devices
- All vehicles adhere to the no smoking, aerosolizing or vaporizing of inhalant policies

This also means that services are only provided by vehicles that meet all of the requirements set forth in OAR 410-141-3925. Also that they are operated by drivers who meet all of those requirements. This means they have undergone verification of State Driver's license with any required endorsements, screening for exclusion from participation in federal programs, and background checks required.

UHA will track pick up and drop off times and report it to the Oregon Health Authority (OHA) when asked. This is to ensure that members are not being dropped off prior to one hour before their scheduled appointment.

UHA collects information of each service given. This includes:

- each trip
- member ID
- destination
- reason for the ride, and
- any events of no shows on the part of the member or driver

If a driver does not pick you up for your appointment, MTM will follow up with you. They will decide whether you suffered any harm as a result of the failure to give the ride. MTM will see if whether rescheduling your appointment is necessary. Also, whether any other recourse or Corrective Action Plan with the driver is needed.

UHA requires back up plans that include details of MTM's plans for sudden peak transport demands. This includes instances when a vehicle is extremely late or is unable to provide the scheduled ride.

We sometimes provide rides for services that UHA and OHP does not cover. These are Health Related Services (formerly called flexible services). UHA may pay for times when members need rides to the grocery store, or to groups like Alcoholics Anonymous.

NEMT services are also available outside of UHA's service area if covered services are not available within our service area.

There will be rules and processes followed. This includes staff training, methods of notifications, and member education.

UHA has contingency plans and back-up plans for certain events that may affect your ride. This can be for peak transportation demands that cause your transport driver to be more than 15 minutes late or becomes unavailable.

Passengers Rights and Responsibilities

The following was set forth by OAR 410-141-3590, OAR 410-141-3585, OAR 410-141-3920, and 42 CFR 438.100

RIGHTS

Access

- To have access to covered services. The same that is available to other patients.
- Get emergency and urgent care when you need it without a prior authorization. Any time of day or night, including weekends and holidays.
- To have needed and reasonable services to diagnose the current problem.
- To choose a diverse provider, if available within the network, in any settings. One that is also easy for families to access.
- To be treated by in-network providers with the same dignity and respect as other people who get care not on OHP.
- Get information about all of your covered and non-covered care options. This is to allow you to make good choices about your care.
- To get community-based care that is in as natural and serene of a place as possible. This includes oversight, care coordination, transition and discharge planning by UHA. This is in hopes of keeping you out of the hospital.
- Get help with addiction to cigarettes, covered mental health, substance use disorder treatment, family planning, or related services without a referral.
- Get a referral to a specialist for covered services. To get a referral or a second opinion at no cost to you, with UHA's policies followed.
- To receive care places that offer equal access to males and females under the age of 18. This includes services and care available through human services and the juvenile corrections program provided by or funded by the State of Oregon (ORS 417.207).

Care

- To choose a Primary Care Provider (PCP) and be able to change your provider as allowed by UHA's policies.
- To get notice of canceled appointments in a timely manner.
- Help make decisions about your health care. This includes refusing care, except when court ordered, and understand the results of that refusal.
- To have one source of person-centered care and services that give you choices, independence, dignity, and that meet the standards of medical care and fitting to your medical needs.
- To have regular contact with a care team. They are responsible for managing your care.
- To help get health care, local and social support services, and statewide services. Your care team may include: the use of certified or qualified health care interpreters, and certified traditional health workers. These include community health workers, peer wellness specialists, peer support specialists, doulas, and personal health navigators. This is to provide cultural and language help in making decisions about your care and services.
- Actively help make a treatment plan. To have your family involved. To talk openly with your provider about treatment choices that are medically necessary for your conditions, no matter the cost or benefit coverage.

Passengers Rights and Responsibilities Continued

- To have a clinical record that notes conditions, services you got, and referrals made.
- To execute a statement of wishes for treatment. This includes the right to accept or refuse medical, surgical, or behavioral health treatment and the right to execute directives and powers of attorney for health care established under ORS 127.
- To execute a Declaration of Mental Health Treatment in accordance with ORS 127.703, and to file a complaint if a Declaration of Mental Health Treatment is not followed.
- To get covered preventative services.

Support

- To get services and supports that fit your cultural and language needs and provided in your community. This means in a way that respects your culture. Including the use of auxiliary aids. This is to help those with disabilities get access to health information as required by law (Section 1557 of the PPACA).
- To get written materials that tell you about your:
 - Rights and responsibilities
 - Benefits available
 - How to access services
 - What to do in an emergency.
- Have a friend, family, member representative, or advocate come to your appointments and other times as allowed by clinical rules.
- To have written materials explained in a way that you understand. This includes how coordinated care works and how to get services in the coordinated health care system.
- To get free certified or qualified health care interpreter services, and to have information given to you in a way that works for you. For example, you can get information in other languages, in Braille, in large print, or other formats such as electronic, audio, or video.
- To have care coordination and transition planning from UHA in a language you understand and in a way that respects your culture.
- To get information according to the law (42CFR438.10) within 30 days after your enrollment and within the timeframe Medicare requires for FBDE members. You have the right to get this information at least once a year.
- UHA will make sure staff who have contact with potential members are fully trained on plan policies. The training will include the policies on Enrollment, Disenrollment, Fraud, Waste and Abuse, Grievances and Appeals, and Advance Directives. Also including the Certified and Qualified Health Care Interpreter services available and the in-network medical practices and facilities who have bilingual providers or staff.

Nondiscrimination

- To be treated with dignity and respect.
- To be free from any form of restraint or seclusion used as a means of coercion, discipline, convenience, or retaliation as noted by other federal regulations.
- To freely exercise your rights. The exercising of those rights will not change the way UHA, our network providers, or the State Medicaid agency treats you.

Passengers Rights and Responsibilities Continued

- Know how to make complaints and appeals, and get a response without a bad reaction from the plan or provider.
- Complain about different treatment and discrimination.
- The ability to make a report if you believe your rights are being denied, your health information isn't being protected, or you feel that you have been discriminated against. You may do one or more of the following:
 - File a complaint with UHA
 - File a complaint with the Client Services Unit for the Oregon Health Plan
 - Get written notice of UHA's nondiscrimination policy and process
 - Ask for and get information on the structure and operation of UHA or any physician incentive plan
- To request a contested hearing.
- To get information and help to appeal denials and ask for a hearing.
- Get a Notice of *Adverse Benefit Determination (NOABD)* letter if you are denied a service.
- To receive a letter when there is a change in service level unless a notice is not required by federal or state regulations.
- To know that your medical record is confidential, with exceptions determined by law. To get a notice that tells you how your health information may be used and shared. With the right to decide if you want to give permission before your health information can be used or shared for certain purposes.
- To transfer a copy of your clinical record to another provider.
- To have access to your own clinical record unless restricted by law. To get a copy, and have corrections made to your health records.
- To exercise all rights, even if the member is a child, as defined by OARs. There are times when people under age 18 may want or need to get health care services on their own. To learn more about the rights of a minor, please go here: <https://sharedsystems.dhsoha.state.or.us/DHSForms/Served/le9541.pdf>.
- Ask the Oregon Health Authority Ombudsman for help if a complaint or grievance was not resolved in your favor. You can call them at 877-642-0450, TTY 711. You can also fax them at 503-934-5023, or email them at OHA.OmbudsOffice@dhsoha.state.or.us.

RESPONSIBILITIES

Getting Care

- Choose or find a Primary Care Provider (PCP) doctor or another provider you can work with. Tell them all about your health.
- Help the provider or clinic get clinical records from other providers. This may include signing a Release of Information.
- Give accurate information to your provider for your medical records.
- Help make a treatment plan with your provider and follow the agreed upon plan. Be actively engaged in your health care.
- Use information provided by UHA's providers or care teams to make informed decisions about care before it is given.

Passengers Rights and Responsibilities Continued

- Follow your providers and pharmacist's directions. Ask questions about conditions, treatments, and other issues related to care that you do not understand.
- Call your provider at least one day before if you can't make it to an appointment.

Things You May Have to Pay for

- To pay for services not covered by OHP described in OAR 410-120-1200 (Excluded Services and Limitations) and 410-120-1280 (Billing).
- To pay your monthly OHP premium on time if you have one.
- To help UHA find any third-party coverage you have. Pay UHA back for benefits we paid, for an injury or any recovery you may have gotten due to that injury.

What to Do Next

- Have yearly check-ups, wellness visits, and other services to prevent illness and keep you healthy.
- Be on time for appointments. Call ahead of time to cancel if you can't keep the appointment or if you think you'll be late.
- Bring your Medical ID Cards to appointments. Tell the receptionist or provider that you have UHA/OHP or any other health insurance before you receive services. Tell them if you were hurt in an accident.
- Treat providers, their staff, and UHA with the same respect you want.
- Obtain a referral to a specialist from the PCP or clinic before seeking care from a specialist (unless self-referral to the specialist is allowed).
- Proper use of urgent and emergency services. As well as notify your PCP or clinic within 72 hours of using emergency services.
- Use your PCP or clinic for all your non-emergent medical care. Only use the ER for emergencies.
- Call OHP Customer Services at 800-699-9075 if you are pregnant or no longer pregnant. Also tell them when your child is born.
- Call OHP Customer Services at 800-699-9075 or tell your Authority worker of a change in address or phone number. Also tell them if any family member moves in or out of the household.
- To bring issues, complaints, or grievances to the attention of UHA.
- Tell the Department or Authority worker if you have any other insurance coverage.

MTM Link Member Web Portal User Guide

PLATFORM OVERVIEW

MTM Link’s website lets members manage their non-emergency medical transportation (NEMT) rides without calling MTM.

MTM Link lets you:

- Ask for rides covered under your NEMT benefit
- View scheduled rides
- Cancel rides
- Update your contact information and preferences

This exciting tool is just the beginning! MTM will enhance MTM Link to offer more options that make it even easier to use.

Accessing MTM Link

Starting with MTM Link is simple!

Go to <https://mtm.mtmlink.net>

Register with an email address

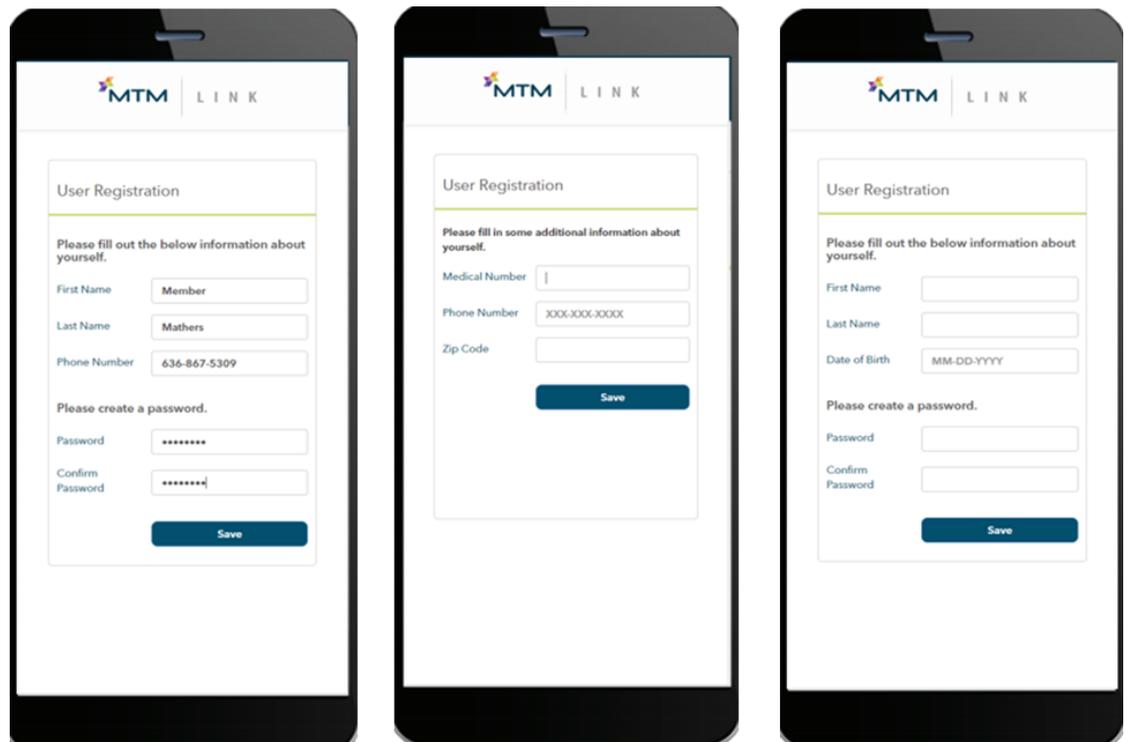
Log in and get started!

USING THE MTM LINK MEMBER PORTAL

REGISTERING FOR AN ACCOUNT

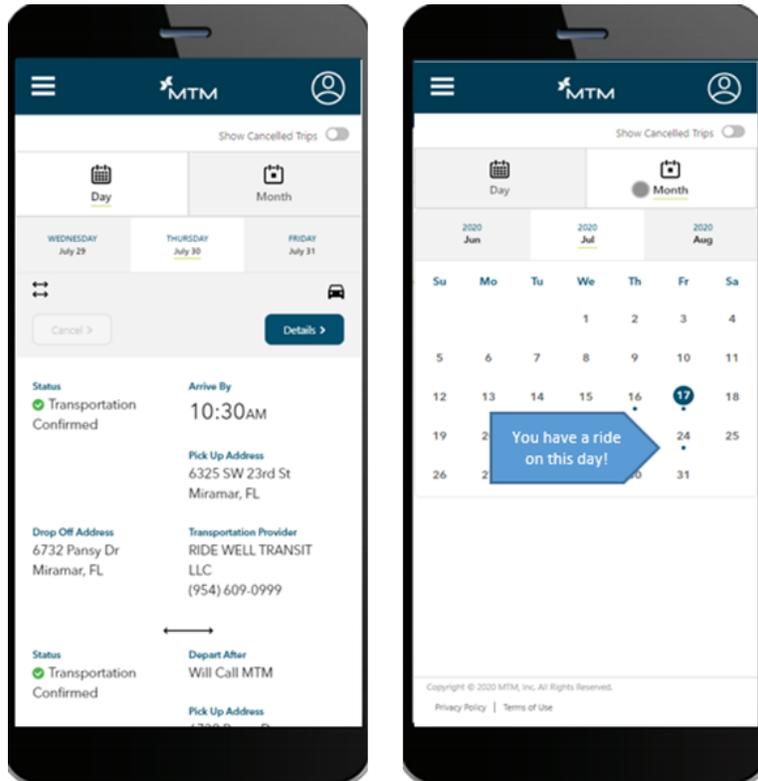
Only members who are eligible to receive NEMT benefits from MTM can access the MTM Link member website. This keeps member data safe!

To set up your account, fill out the registration fields with the same information that you use with your health plan. We need your first and last name, medical ID number, phone number, and ZIP code. MTM checks this information with your health plan.



VIEWING SCHEDULED RIDES

You can view your scheduled rides on the website. Find your rides for today using the handy daily calendar shown in the first screen below. You can use the monthly view to find rides on a specific day, as shown in the second screen below. If you have a ride set on a specific day, a blue dot appears under the date. Click on the date to see your scheduled rides.



Trip Status Guide

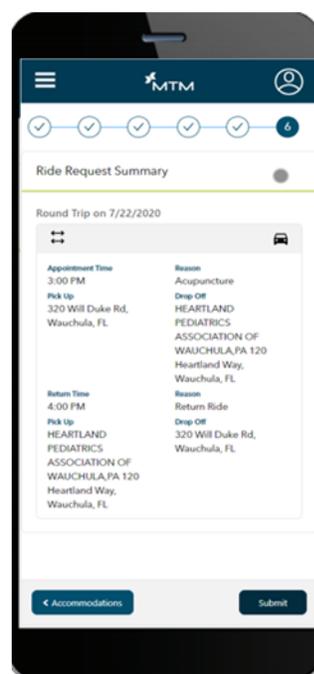
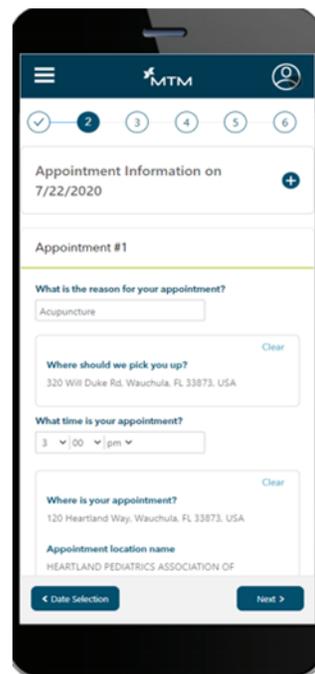
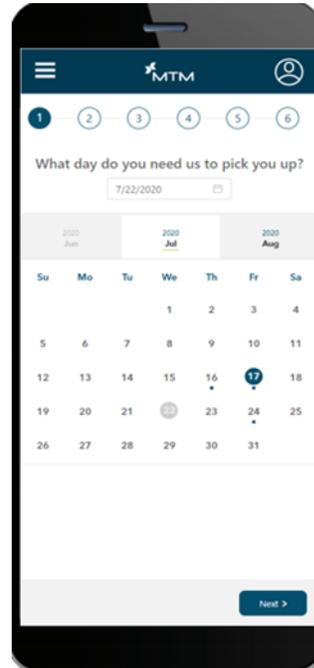
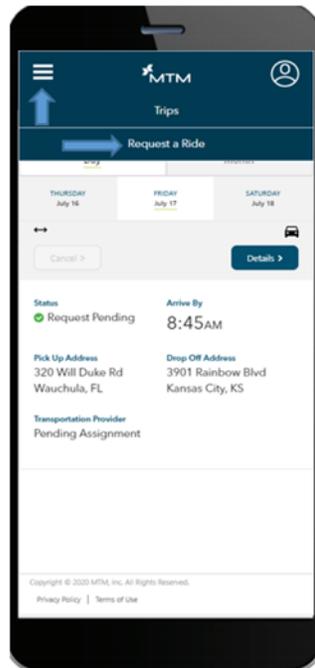
Request Pending: We've received your request, but we need to review a few things before the trip is approved. MTM will call you if there are any issues.

Ride Booked: We have everything we need. We will assign your ride to one of our transportation providers.

Ride Confirmed: Your ride is set! You can see which transportation provider will pick you up under "Transportation Provider."

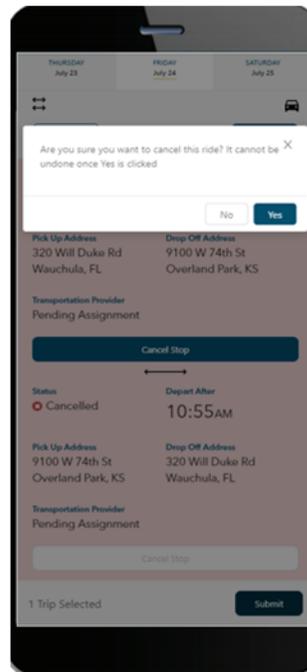
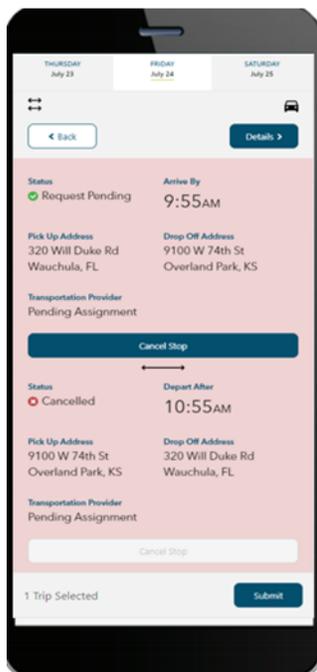
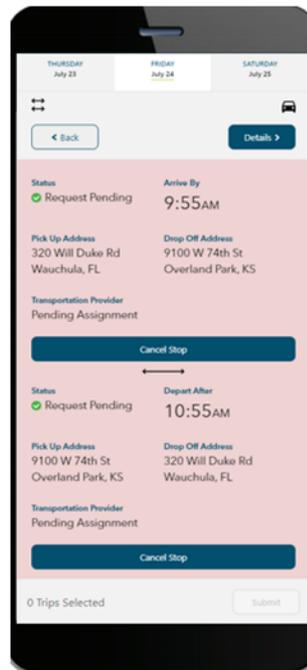
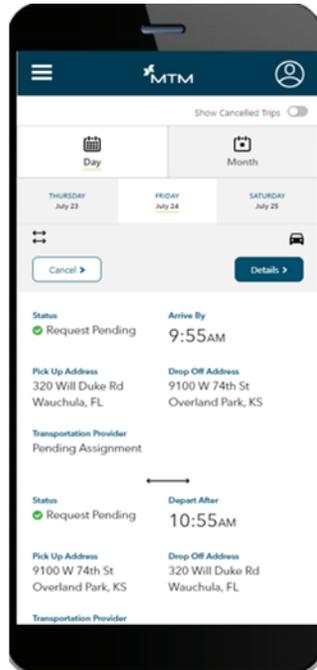
SCHEDULING A NEW RIDE

Under the user menu, you can ask for a ride. The MTM Link website walks you through booking a ride. Once you send a request, MTM will review and book your trip. We will call you if we have any questions or need more information.



CANCELING AN EXISTING RIDE

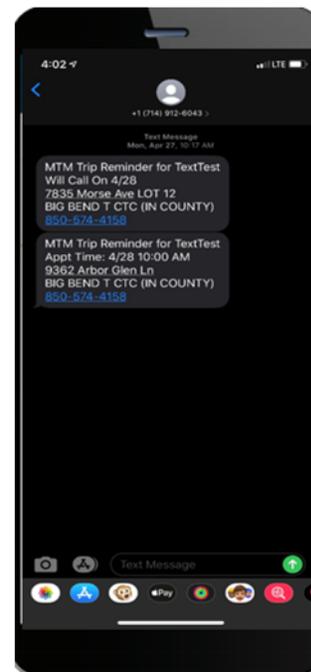
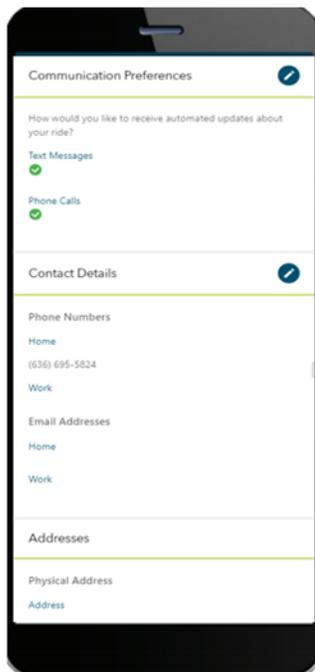
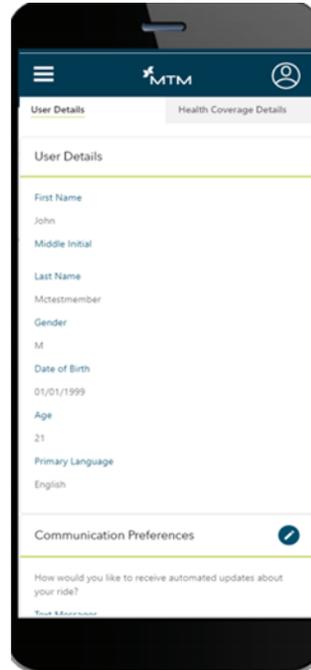
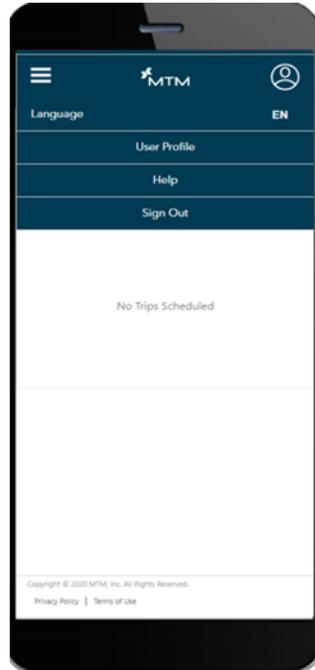
It's easy to cancel a scheduled ride! But please double check if you want to cancel your entire round trip or cancel just one way.



UPDATING YOUR MEMBER PROFILE

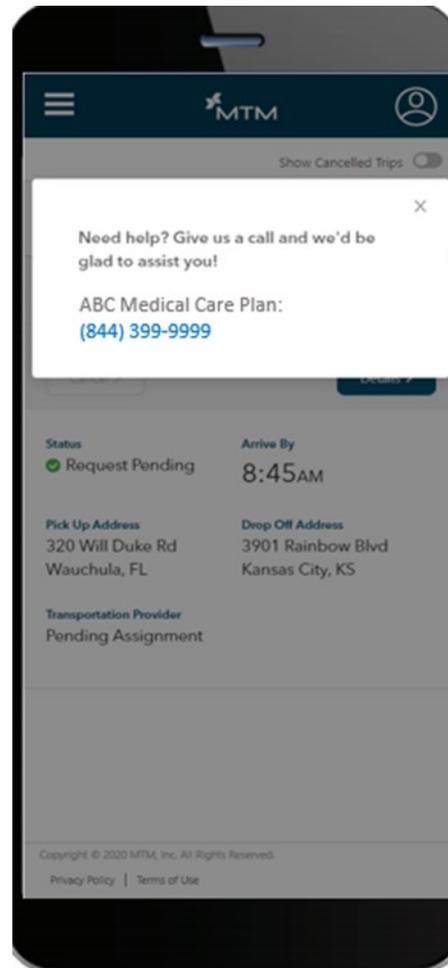
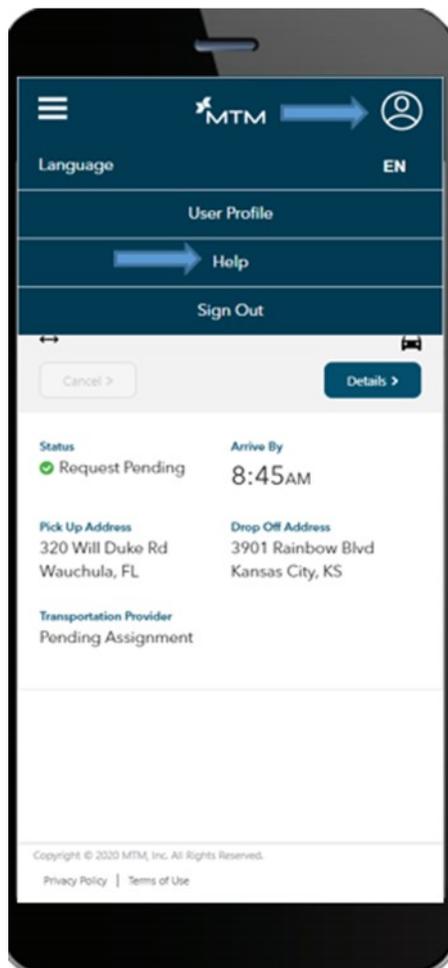
It's easy to view and update your profile. This includes your phone number and address.

You can also tell us how you want us to reach you. This includes the option to receive ride confirmations and reminders via text message.



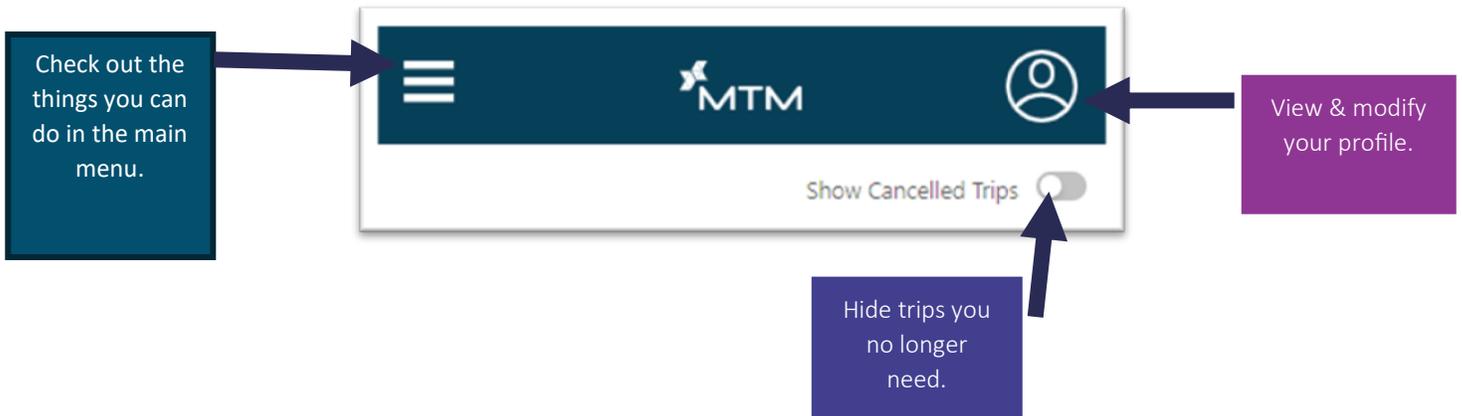
GETTING TECHNICAL ASSISTANCE

We're here to help if you have questions about the MTM Link's website, need help booking a ride, or would prefer to book your ride with an MTM Link representative! Click "Help" in the main menu to find the phone number to call for your health plan.



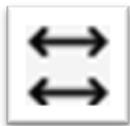
Helpful Tips

Here are some helpful hints to use the MTM Link member website.



Trip Icon Designation

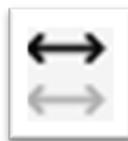
The arrow icons on your Trip Details screen (circled on screen at right) show whether your trip is round trip or one way.



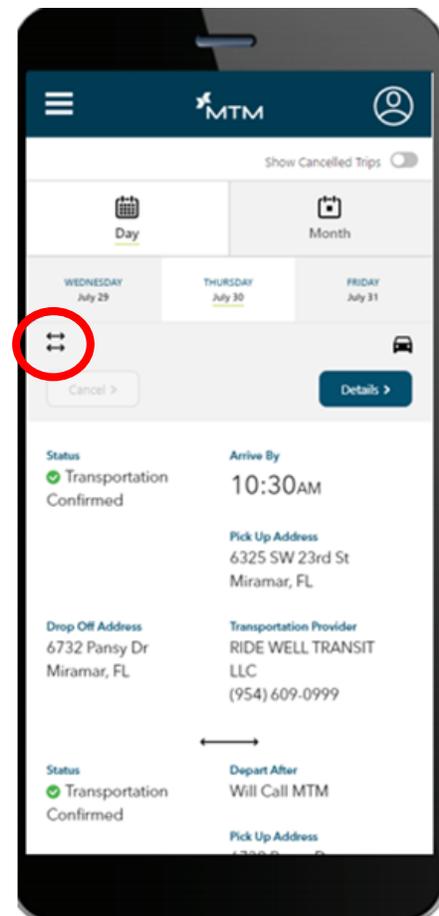
Round Trip



One Way



Round Trip but one leg was canceled



Frequently Asked Questions

Web Portal

How is the transportation mode type set?

After you enter the ride request through the MTM Link website, MTM reviews the request. MTM will get in touch with you if there are any questions.

Can I ask for an ambulance for transportation?

Yes. MTM will call the member to get all necessary information for the trip and to review and complete the scheduling process.

Can I view and ask for rides for multiple family members with a single MTM Link account?

No. Each member needs their own account. We plan to add this feature in the future.

If I have a recurring appointment, can I set a recurring ride through MTM Link?

No. Right now you can only schedule one ride at a time. We plan to add this feature in the future. You can still have recurring rides, but will need to schedule them one ride at a time.

Can an employee at a medical facility or health plan use MTM Link to ask for and view rides on behalf of members?

Not currently. Our current focus is to improve self-service options for members. In the future, we will expand self-service capabilities to other user types. However, we do have other platforms that might work for medical facilities and health plans. Email CO-OR@mtm-inc.net to learn more.

If I ask for or cancel a ride, will those trips be shown in my MTM Link account?

Yes. You can view all of your rides in the MTM Link Member portal no matter how they were requested or cancelled.

Scheduling, benefits, and more...

How do I schedule a ride?

Call MTM Customer Care at the number on the bottom of the page. They are available 24 hours a day, 7 days a week. You can also schedule a ride by going on their website, or by using their mobile app. If you would like to know more, see page 11 for details.

Who can set up a ride for me?

You, a relative or guardian, caregiver, or someone who works where you live. They will need to know your personal information like your name, date of birth phone number, or member ID number. They will need to call MTM Customer Service with the number at the bottom of this page.

What if I need an ambulance?

If you have an emergency, you must call 911. MTM only provides non-emergent rides. If you need an ambulance for a non-emergent ride, call MTM and let them know your medical needs. They will schedule an appropriate transportation vehicle.

How much does it cost to get a ride?

Rides are covered by UHA free of charge. If you receive a bill from MTM, call UHA's Member Services right away.

What if I get denied for a ride?

If a ride request is denied, you have the right to appeal the decision. Please see our Appeals and Ride Denials section in this guide for more information. If a ride is denied, it might be because you are eligible to receive mileage reimbursement.

Will a car seat/booster seat be provided for my child?

No, MTM is not responsible for making sure you have the right kind of seating for your child. It is required by law that anyone shorter than 4'9", or weighs less than 49 pounds., and are under 8 years old, be in a car seat or booster. Please make sure to have these items ready and installed when your driver arrives.

MTM Link Member Mobile App User Guide

PLATFORM OVERVIEW

The MTM Link Member mobile app gives members the tools to manage their rides without having to call MTM.

The app gives you the ability to:

- Request new rides that are covered under your NEMT benefit
- View scheduled rides
- Cancel rides that you do not need
- Update how MTM contacts you

With this exciting tool, you can manage your rides yourself. This is just the beginning. MTM will update the MTM Link Member mobile app to offer more options that will make it easier for you to manage your rides!

Accessing the MTM Link Member Mobile App

Getting started with MTM Link is simple!

Search for “MTM Link Member” in the Google Play Store or the iOS App Store

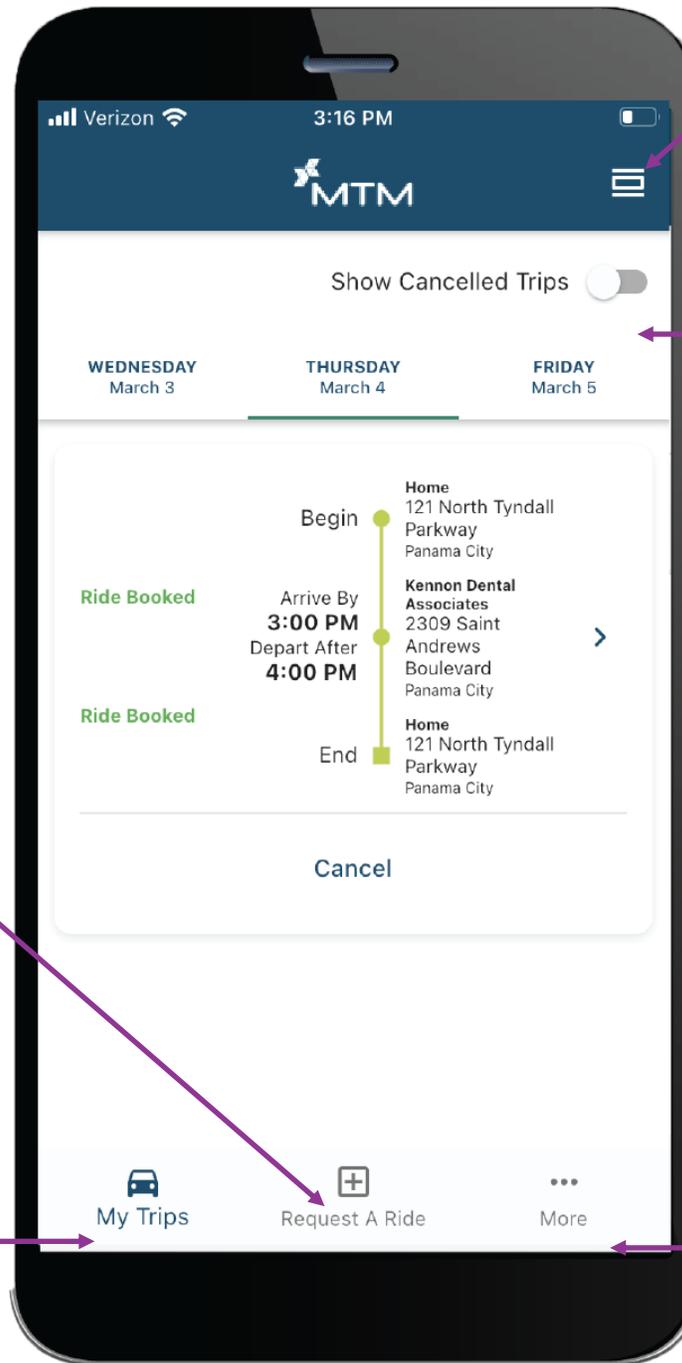
Download the app to your mobile device

Register using an email address

Log in and get started!

NAVIGATION OVERVIEW

Here are some helpful tips for using the MTM Link Member App.



Change your view of existing rides to Daily or Monthly View.

Hide trips you no longer need.

Schedule new rides.

Review existing booked rides.

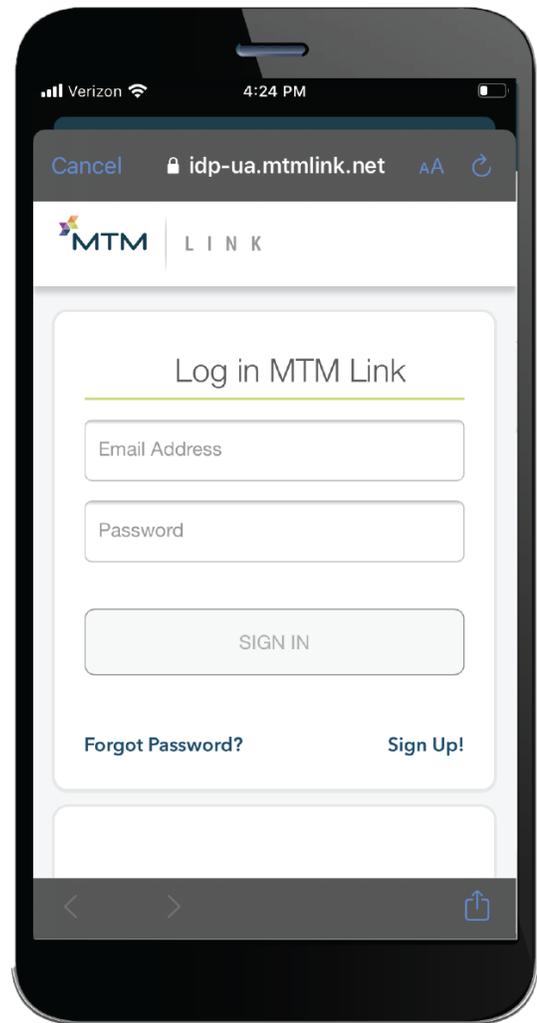
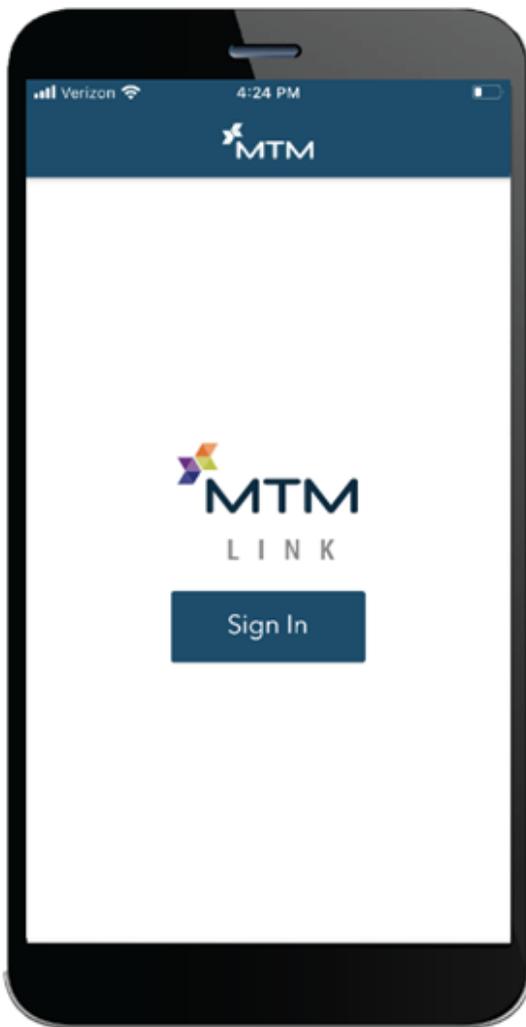
View/modify your profile and access tech support.

UTILIZING THE MTM LINK MEMBER MOBILE APP

REGISTERING FOR AN ACCOUNT

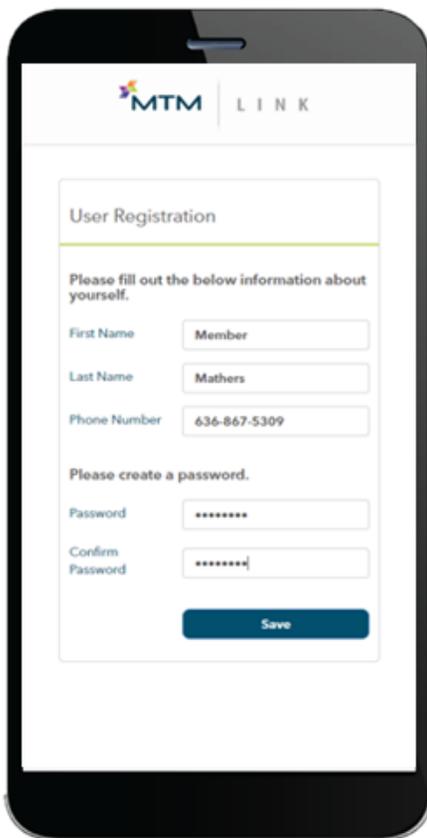
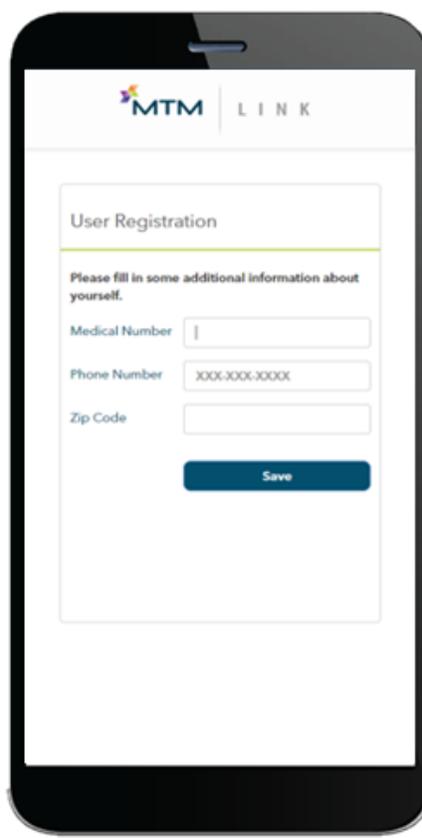
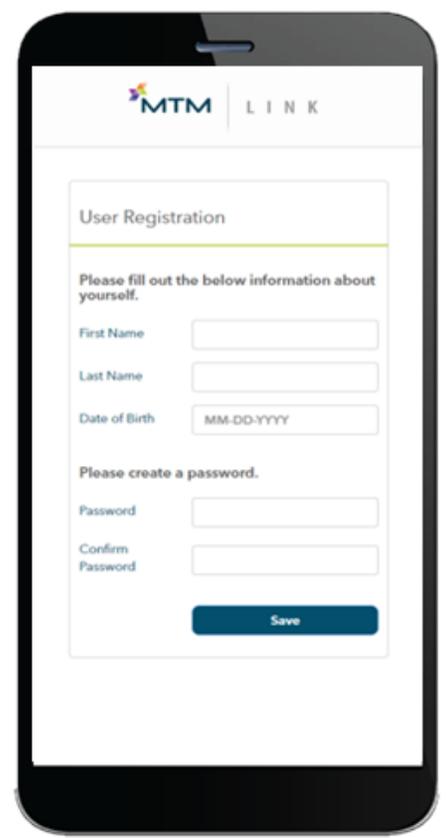
MTM is committed to keeping member data safe. Only members who are eligible to receive NEMT benefits from MTM under one of our covered health plans can access the app.

When you download the app, you will see the sign in screen. Click Sign In to go to the log in page, as shown in the screen examples below.



Click Sign Up to begin the registration process, as shown in the screen examples below. To register for your account, complete the registration fields using the same information you have on file with your health plan:

- First name
- Last name
- Phone number
- UHA ID number
- Zip code
- Date of birth

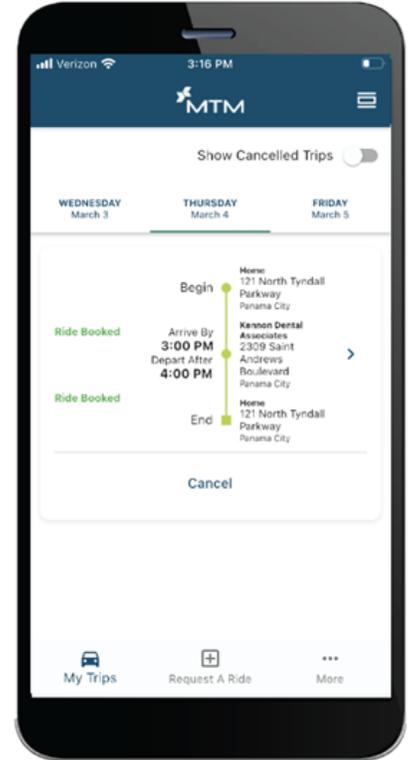




MTM will verify the information you provide during registration using the data your health plan gives us.

VIEWING SCHEDULED RIDES

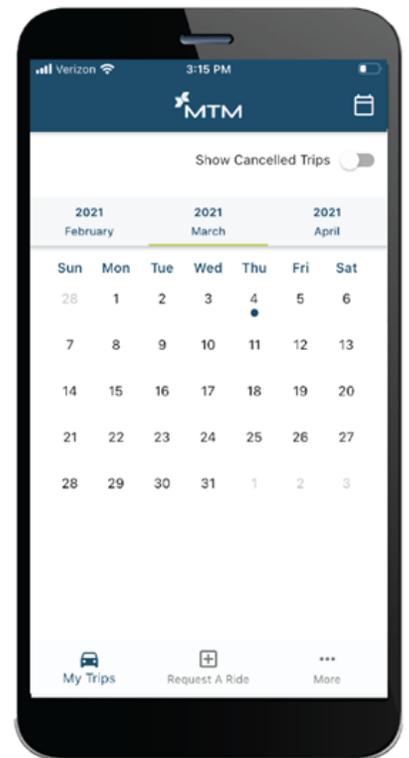
Once you're logged into the app, you can view your scheduled rides using the My Trips option in the bottom left navigation.

Find your rides for today using the handy daily calendar view, as shown in the screen example at right.



You can also use the monthly calendar view to find rides on a specific day, as shown in the screen example at right.

If you have a ride scheduled on a specific day, a blue dot will appear under the date. Click on that date to review your scheduled ride(s) for that day.



Trip Status Guide

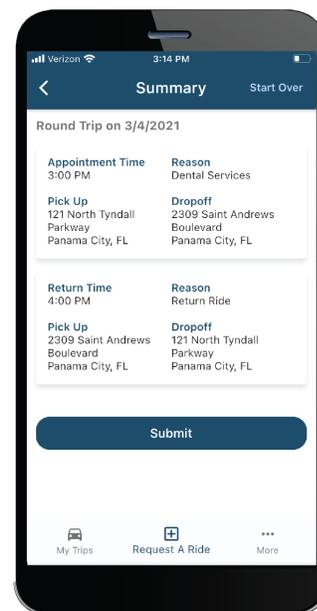
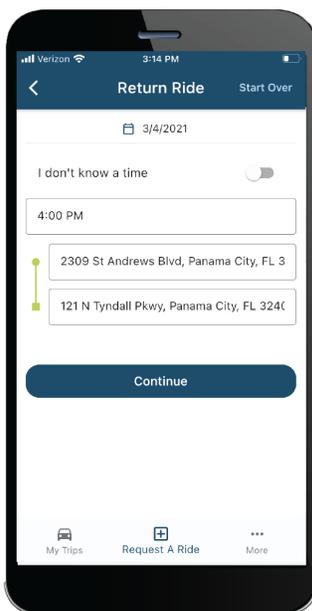
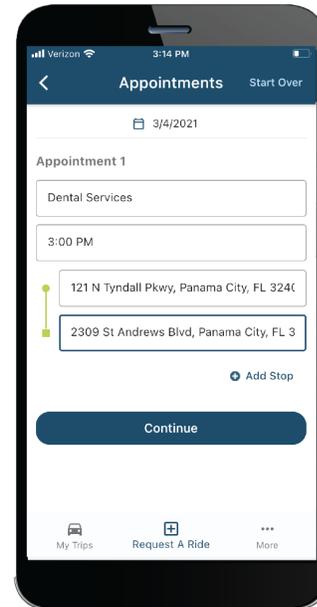
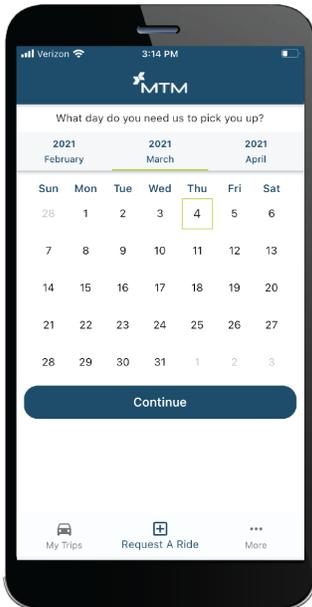
Request Pending: We have received your request. We need to review a few things before we finalize your trip. We may ask you to call us. Otherwise, MTM will call you if there are any issues.

Ride Booked: We have everything we need and will assign your ride to one of our transportation providers.

Transportation Confirmed: We have scheduled your ride with one of our transportation providers. You can see which transportation provider will pick you up under the Transportation Provider section.

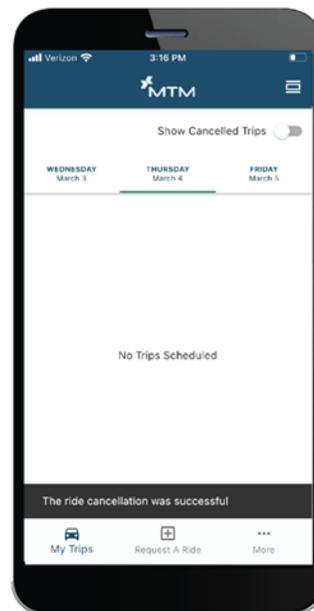
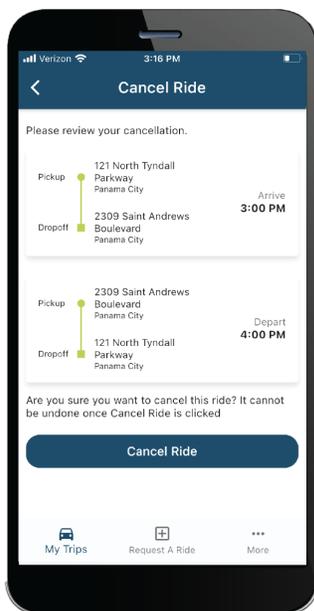
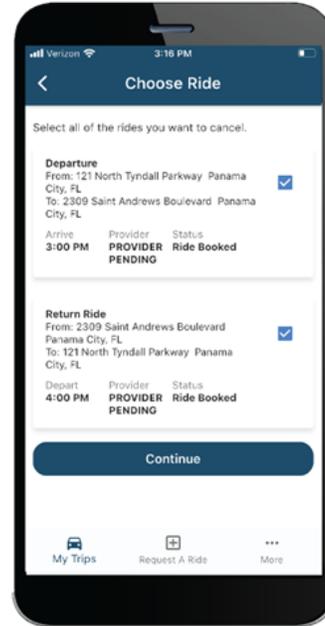
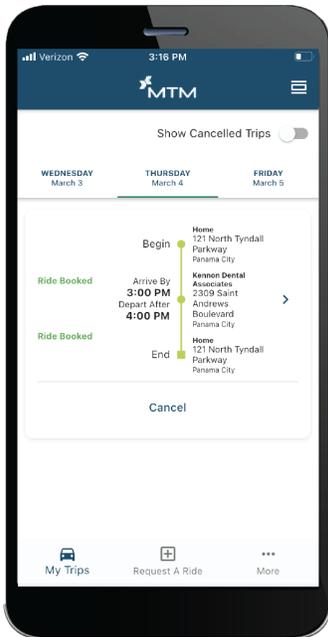
SCHEDULING A NEW RIDE

In the bottom middle navigation, you'll find the option to Request a Ride. The app will walk you through all the information you need to provide to book your ride, as shown in the screen examples below.



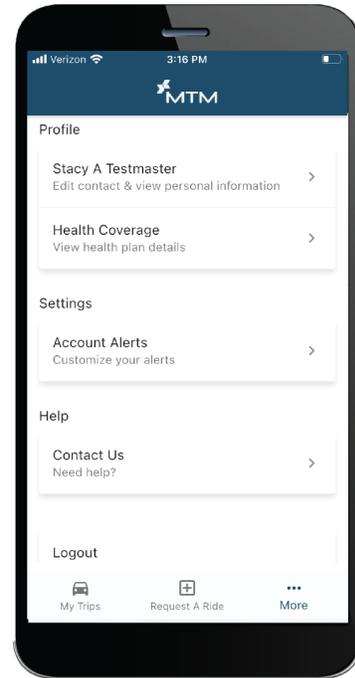
CANCELLING AN EXISTING RIDE

If you no longer need a ride that you already have booked, it's easy to cancel a scheduled ride! Choose the ride you want to cancel from your list of scheduled rides show under My Trips. Follow the prompts, as shown in the screen examples below. Don't forget to double check and verify if you want to cancel your entire round trip, or cancel just one way.



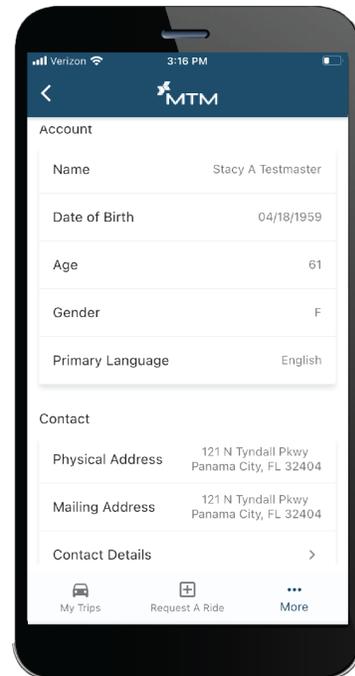
UPDATING YOUR MEMBER PROFILE

By clicking More from the bottom right navigation, you can view and update your member profile. See screen example to right.

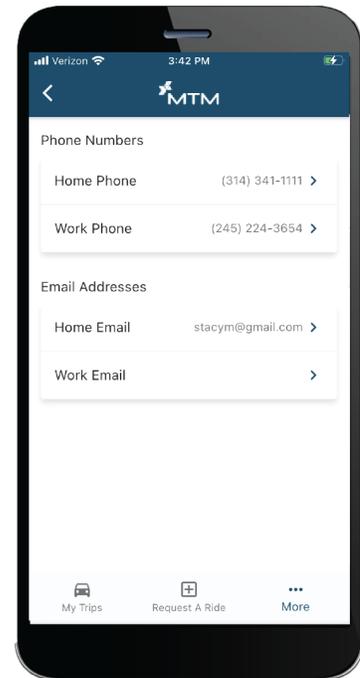


From here, click on your name to view your profile details, as show in screen example at right.

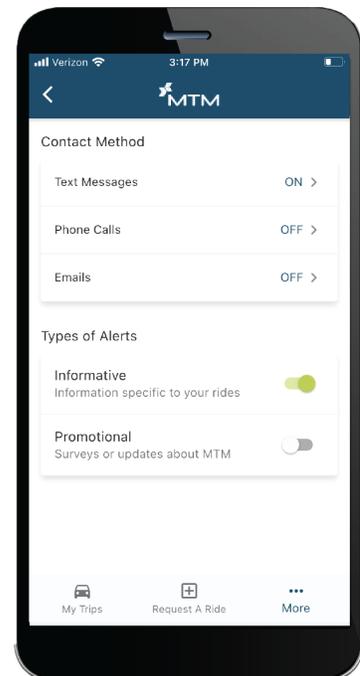
Information displayed in your profile includes your name, date of birth, age, gender, primary language, and contact information.



Within your profile, you can update your contact information. Click on Contact Details to view and update your phone number and email address.

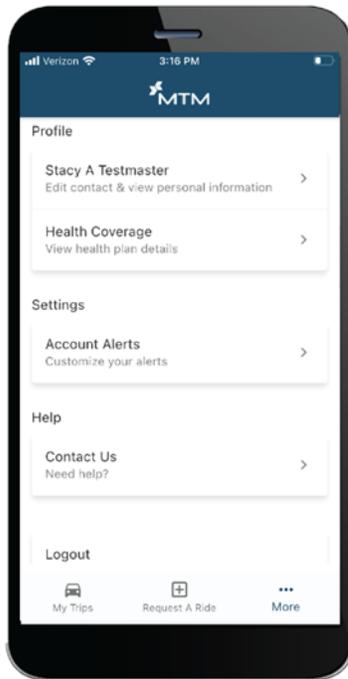


You can also tell us how you want us to contact you. This includes the option to receive ride confirmations and reminders via text message. Click on Contact Method to update your preferences, as show in screen at right.



ACCESSING TECHNICAL ASSISTANCE

If you have questions about the MTM Link member app, need help booking a ride, or would prefer to book your ride with a live Customer Care Representative, we are here to help! Click the Contact Us option in the More menu to find the phone number to call for your health plan, as shown in the screen examples below.



For help with using the app, you can also call our Navigator Line at 888-597-1189. This line has representatives trained to assist you in using the MTM Link Member mobile app.

Frequently Asked Questions

Why am I only seeing some kinds of ride types?

The most appropriate modes for you are determined based upon existing operational standards and system logic. Those modes are shown in a list for you to choose from when booking a ride. If you need a mode that is not shown, you need to contact MTM.

Can I view and request rides for multiple family members with a single MTM Link account?

No. Each member will need their own account. In the future, we plan to allow members to view and request rides for family members.

If I have a recurring appointment, can I set a recurring ride through the MTM Link Member mobile app?

No. Right now you can only schedule one ride at a time. In the future, we plan to introduce the ability set a schedule for recurring rides. You can still have recurring rides, but you will need to schedule each ride. You will have to schedule them one ride at a time.

Can an employee at a medical facility or health plan use the MTM Link Member mobile app to request and view rides on behalf of members?

Not at this time. In the future, we will expand self-service use to other user types. We do have other options that might work for medical offices and health plans. If you would like to know more, please email CO@mtm-inc.net.

If I request or cancel a ride with an MTM Customer Care Representative or via IVA, will those trips be visible in my MTM Link account?

Yes. You can view all of your rides in the MTM Link Member mobile app no matter how they were requested or cancelled.



UMPQUA HEALTH ALLIANCE



UHA's mission works to achieve health equity for all population groups by allocating resources towards designing policies and programs to create greater social justice in health.



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www.UmpquaHealth.com