

MTM LINK MEMBER WEB PORTAL USER GUIDE

PLATFORM OVERVIEW

The MTM Link member web portal gives members self-service tools for managing non-emergency medical transportation (NEMT) rides without having to call MTM.

MTM Link gives you the ability to:

- Request new rides that are covered under your NEMT benefit
- View scheduled rides
- Cancel rides that are no longer needed
- Update your MTM contact preferences

With this exciting tool, you are empowered to manage your rides yourself. This is just the beginning. MTM will be enhancing the MTM Link platform and offering more options that make it easier for you to manage your rides!

Accessing MTM Link

Getting started with MTM Link is simple!

1. Visit <https://mtm.mtmlink.net> from any web browser on your computer or mobile device
2. Register using an email address
3. Log in and get started!

UTILIZING THE MTM LINK MEMBER WEB PORTAL

REGISTERING FOR AN ACCOUNT

MTM is committed to keeping member data safe. Only members who are eligible to receive NEMT benefits from MTM can access the app.

To register for your account, complete the registration fields using the same information you have on file with your health plan:

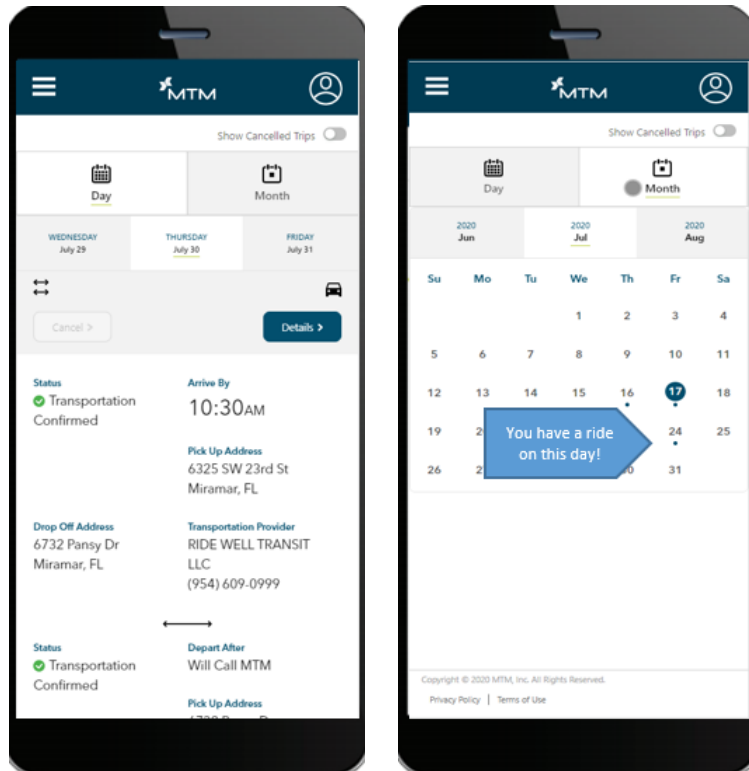
- First name
- Last name
- Phone number
- Medical ID number
- Zip code
- Date of birth

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

The image displays three sequential mobile phone screens for the MTM LINK User Registration process. Each screen features the MTM LINK logo at the top. The first screen, titled 'User Registration', prompts the user to 'Please fill out the below information about yourself.' and includes input fields for First Name (pre-filled with 'Member'), Last Name (pre-filled with 'Mathers'), and Phone Number (pre-filled with '636-867-5309'). Below these fields, it asks the user to 'Please create a password.' with fields for Password and Confirm Password, and a 'Save' button at the bottom. The second screen continues the registration, asking for 'Please fill in some additional information about yourself.' with fields for Medical Number, Phone Number (pre-filled with 'XXX-XXX-XXXX'), and Zip Code, followed by a 'Save' button. The third screen asks for 'Please fill out the below information about yourself.' with fields for First Name, Last Name, Date of Birth (pre-filled with 'MM-DD-YYYY'), Password, and Confirm Password, and a 'Save' button at the bottom.

VIEWING SCHEDULED RIDES

Once you're logged in, you can review your scheduled rides. Find your rides for today using the daily calendar view shown in the first screen below. You can also utilize the monthly calendar view to find rides on a specific day, as shown in the second screen below. If you have a ride scheduled on a specific day, a blue dot will appear under the date. Click on the date to review your scheduled rides.



Trip Status Guide

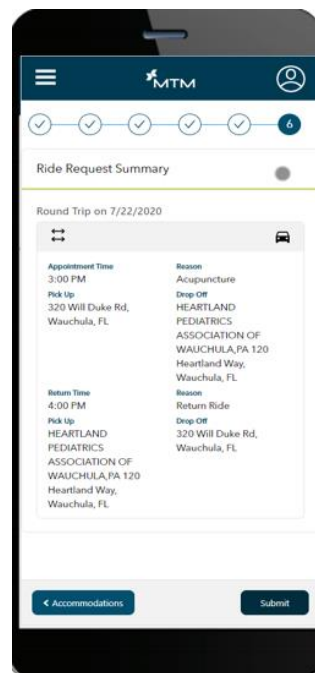
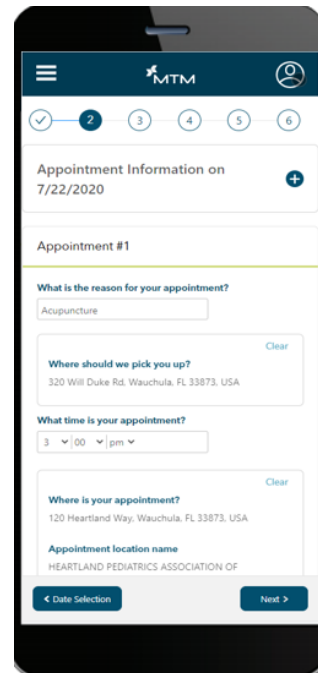
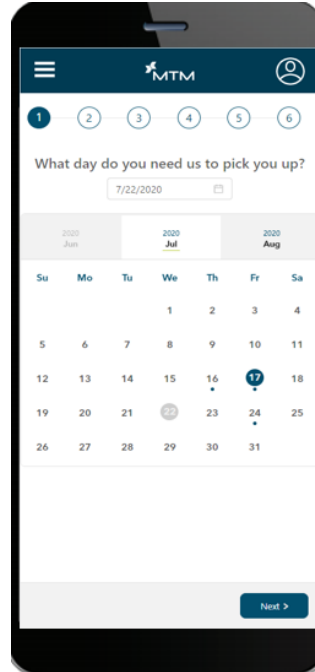
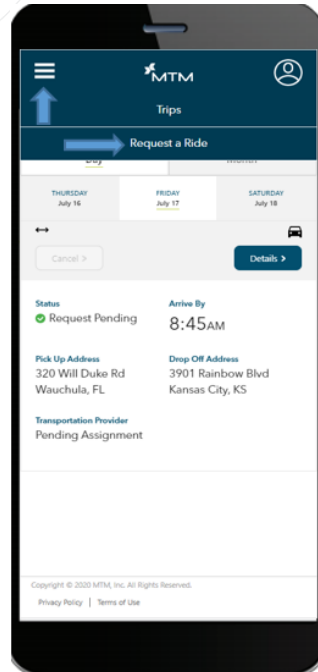
Request Pending: We've received your request, but there are a few things we need to review before the trip is finalized. If there are any issues with your ride, MTM will call you.

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

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

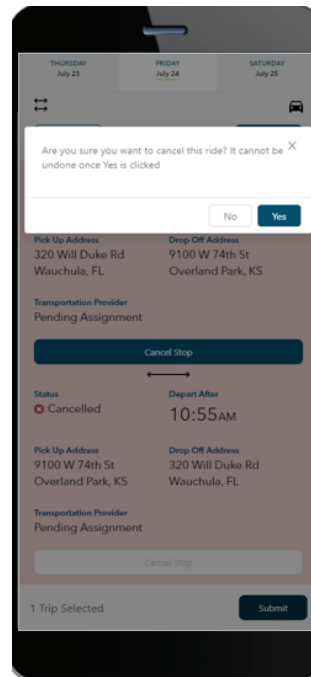
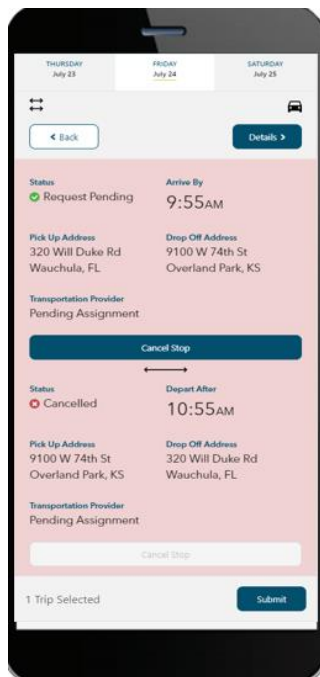
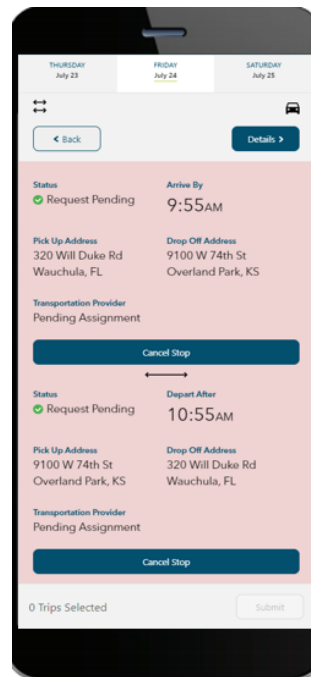
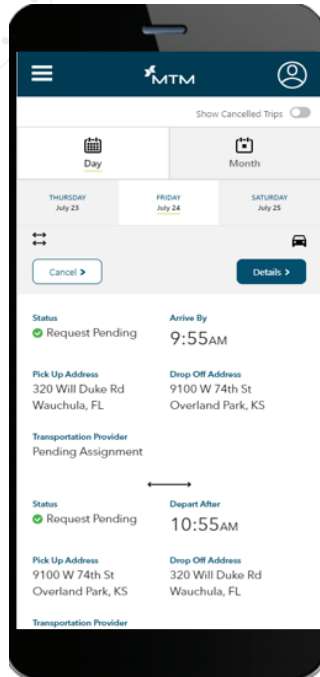
SCHEDULING A NEW RIDE

Under the user menu, you'll find the option to request a ride. The portal will walk you through what you need to provide to book your ride. Once you've submitted your request, MTM will review and book your trip. If we have any questions or need more information, we will call you.



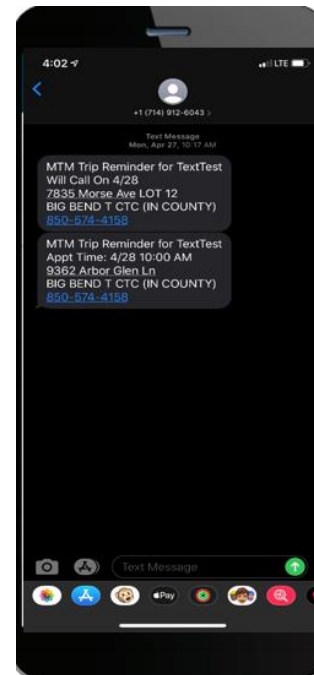
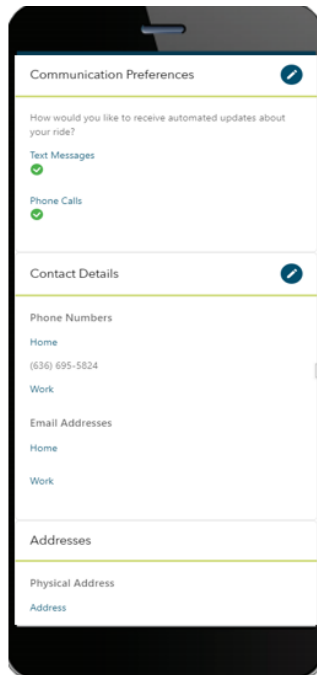
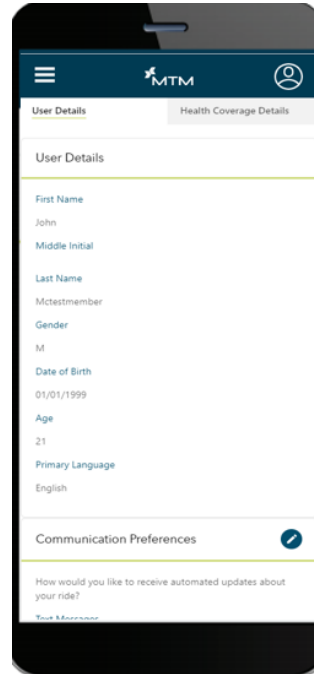
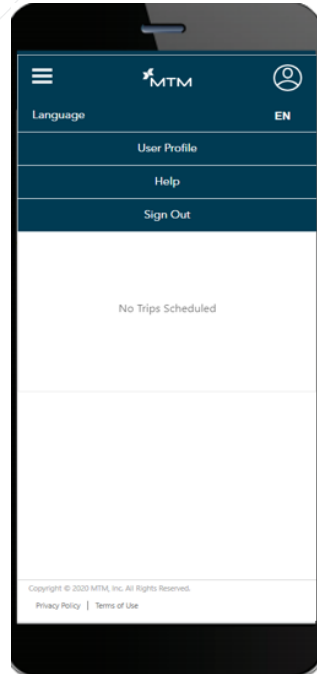
CANCELLING AN EXISTING RIDE

If you no longer need a ride that you already have booked, you can cancel it. Don't forget to verify if you want to cancel your entire round trip, or cancel just one way.



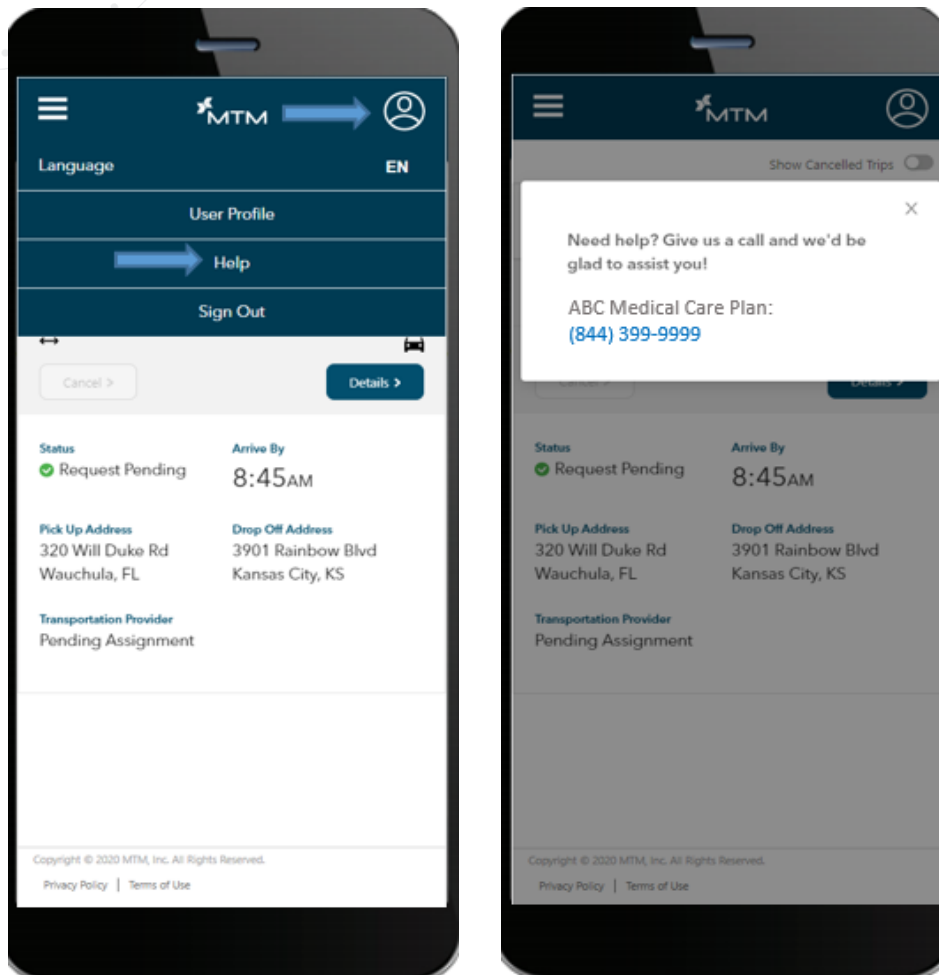
▲ UPDATING YOUR MEMBER PROFILE

Within your profile, you can view and update your contact information. This includes your phone number and address. You can also tell us how you want us to communicate with you. This includes the option to receive ride confirmations and reminders via text message.



ACCESSING TECHNICAL ASSISTANCE

If you have questions about the MTM Link member web portal, need help booking a ride, or would prefer to book your ride with a live Representative, we're here to help! Click the "Help" option in the main menu to find the phone number to call for your health plan.

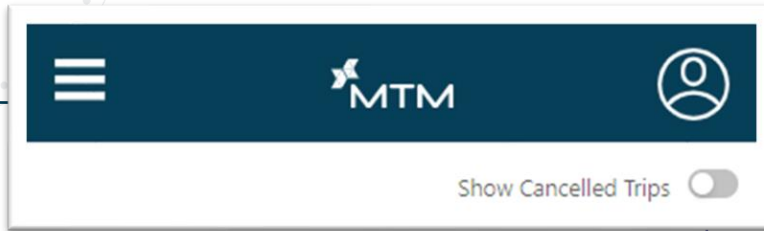


For technical assistance using the portal, you can also call our Navigator Line at 888-597-1189. This line is manned by Representatives trained to assist you in using the MTM Link Member mobile app.

HELPFUL TIPS

Here are some helpful hints for using the features within the MTM Link member web portal.

Check out the things you can do in the main menu.

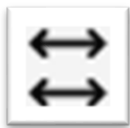


View & modify your profile.

Hide trips you no longer need.

Trip Icon Designation

The arrow icons on your trip details screen (circled on the screenshot to the right) designate whether your trip is a round trip ride or one-way ride.



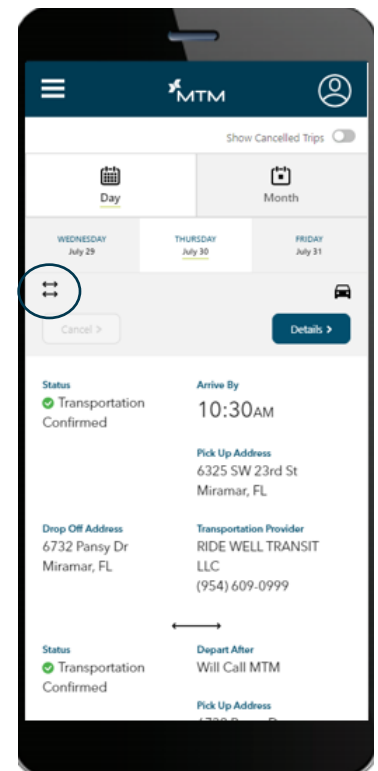
Round Trip Ride



One-Way Ride



*Round Trip Ride,
but One Leg was
Cancelled*



FREQUENTLY ASKED QUESTIONS

Why am I only seeing some transportation mode types?

The most appropriate modes for you are determined based upon existing 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 available for selection, you need to contact MTM.

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

No. Currently each member needs their own account. In the future, we plan to enable members to view and request rides for additional family members.

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. In the future, we plan to introduce the ability set a schedule for recurring rides.

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

Not at this time. Our current focus is to enable improved 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@mtm-inc.net for more information.

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 MTM Link regardless of how they were requested or cancelled.