

Scheduling Rides

Your ride should be scheduled at least 2 business days before the ride, but same-day rides are also available.

Rides can be scheduled 24/7 and up to 90 days before an appointment.

To schedule a free ride or request mileage refunds, please use one of the following options:

- Call MTM Customer Care toll free at **1-855-735-1188 | TTY 711**
- Live Chat with MTM Customer Care at **<https://memberportal.net/?planCode=UHA>**
- Download MTM's Mobile App: Search **"MTM Link Member"** in Google Play, or iOS App Store and download the app to your mobile device.

Questions?

MTM Customer Care



Toll Free: 1-855-735-1188 | TTY 711
Fax: 1-888-513-1610



Online Chat:
<https://memberportal.net/?planCode=UHA>

UHA Customer Care



Toll Free: 1-866-672-1551 | TTY 711
Local: 541-229-4842 |
TTY 541-440-6304
Fax: 541-677-6038



Email:
UHCustomerCare@umpquahealth.com



Website:
www.UmpquaHealth.com

Non-Emergent Medical Transportation



You can get this letter in another language, format, large print, or interpretation services at no cost to you. Call 541-229-4842 (TTY 711).

Puede obtener esta carta en otro idioma, formato, letra grande o servicios de interpretación sin costo para usted. Llame al 541-229-4842 (TTY 711).



Provided by
Medical
Transportation
Management
OHP-UHA-21-036

About NEMT Services

As an eligible member of Umpqua Health Alliance (UHA), you have access to free Non-Emergent Medical Transportation (NEMT) services through Medical Transportation Management (MTM). You can get free rides to medical appointments and other covered medical services, like trips to the pharmacy. MTM also can give mileage refunds if you drive yourself to these services.

Types of Eligible Rides

MTM has many different ride options. MTM will choose the best ride that fits your needs when scheduling a ride. MTM is a shared ride program and other riders may be picked up or dropped off along the way.

Available ride options:

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

MTM will give you the Bus or Mass Transit ticket or pass so you can arrange that ride on your own.

Mileage Refunds

MTM can give you a mileage refund if you drive yourself or get a ride from someone else. You need to fill out and return MTM's Trip Log before your appointment to get a mileage refund.

Meals and Lodging Refunds

MTM can give you meal and/or lodging refunds if your appointment is outside of Douglas County.

Meal Refunds: Your travel time needs to be at least 4 hours outside of the local area to get a meal refund. You do NOT need to submit receipts for your meals.




Lodging Refunds: Lodging will NOT be refunded if:

- Trips can be made in one day
- Multiple appointments on different days could have been scheduled on the same day
- MTM can give other lodging refunds in special situations or if your provider says it's important to stay overnight.

To get a copy of MTM's Trip Log, use one of the following options:

MTM website:
<https://bit.ly/3e7ZIZY>

Call Customer Care: 1-855-735-1188
to receive a free copy via mail

Refund Rates are as follows:	
Mileage Refund 	\$0.25/mile
Meal Refund 	
Breakfast (If travel starts before 6 a.m.)	\$3.00
Lunch (If travel lasts from 11:30 a.m.-1:30 p.m.)	\$3.50
Dinner (If travel ends after 6:30 p.m.)	\$5.50
Attendant Meals (per day)	\$12
Breakfast	\$3.00
Lunch	\$3.50
Dinner	\$5.50
Lodging Refund 	
Lodging Amount (per night)	\$40
Attendant Lodging (if staying in a separate room)	\$40/night

Approved/Denied Rides

MTM will approve or deny a ride within 24 hours of a request. You will get a Notice of Action Benefit Denial (NOABD) letter in the mail within 72 hours if your ride is denied.

For more information about ride denials, please see our Riders Guide at www.umpquahealth.com/ohp/. A copy of the Riders Guide can be mailed to you, free of charge, within 5 business days. Please contact UHA Customer Care to get your copy at 541-229-4842.