



Medical facility transportation resource guide

Contact information at a glance

UnitedHealthcare Community Plan of Missouri members can access non-emergency medical transportation services for their health care needs through **Medical Transportation Management (MTM)**.

The program offers all members the following:

- Dedicated resources for scheduling rides and support services
- Overnight stay authorized by a doctor for trips more than 100 miles, 1-way
- Meals for an overnight stay at \$25 per day, per member
- Transportation services for children when accompanied by an adult age 18 or older

Please use the following information when requesting transportation services for your patients.

How to request transportation	Timing	Additional contact information
Facilities: Email isl-cscot@mtm-inc.net Call 844-529-1801 Fax 636-561-6055 Members: Call 844-529-1801	Hours of operation for standard and urgent appointments: 24 hours a day, 7 days a week Routine appointments: Schedule at least 3 business days before the appointment	Care management: cm-unitedofmo@mtm-inc.net Education, training and outreach: eto-mo@mtm-inc.net Complaint hotline: Refer members to UnitedHealthcare Member Services at 866-292-0359