



Medical Facility Transportation Resource Guide

MTM is committed to partnering with medical facilities in **Iowa** to ensure seamless, successful transportation delivery for Medicaid members enrolled in UnitedHealthcare Community Plan. We want to be the best partner possible for your facility to ensure your members are served appropriately. MTM offers several dedicated resources for your staff to schedule rides for members and deliver support services to them.

Use this Resource Guide as a convenient means for contacting MTM with your needs. It contains contact information for facilities and members to use.

Plan	How to Request Transportation	Days' Notice	Additional Contacts		
UnitedHealthcare Community Plan	Facilities should:	Hours of Operation: 7:30 a.m.– 6:00 p.m.	Utilization Management: CM-UnitedofIowa@mtm-inc.net		
	Fax: 877-892-3990			Routine Appointments: 2 Business Days	Education, Training, and Outreach: #ETO-IA@mtm-inc.net
	Email: VACSCOT@mtm-inc.net				
Call: 888-513-1613 for IA Health Link, <i>hawk-i</i> , Iowa Health and Wellness and Iowa Family Planning	Members should:	Call the Reservation Line: 800-464-9484 for IA Health Link, <i>hawk-i</i> , Iowa Health and Wellness and Iowa Family Planning			

If you, or someone you're helping, has questions about MTM, you have the right to get help and information in your language at no cost. To talk to an interpreter, call 888-561-8747.

Non-discrimination. The client has a right to receive services in compliance with Title VI of the Civil Rights Act of 1964, 42 U.S.C.A., 2000d, et seq; 504 of the Rehabilitation Act of 1973, 29 U.S.C.A. 794; the Americans with Disabilities Act of 1990, 42 U.S.C.A. 12101, et seq; and all amendments to each, and all requirements imposed by the regulations issued pursuant to these Acts, in particular 45 C.F.R. Part 80 (relating to race, color, national origin), 45 C.F.R. Part 84 (relating to handicap), 45 C.F.R. Part 86 (relating to sex), and 45 C.F.R. Part 91 (relating to age).

Si usted, o alguien a quien usted esté ayudando, tiene preguntas acerca de MTM, tiene derecho a obtener ayuda e información en su idioma sin costo alguno. Para hablar con un intérprete, llame al 888-561-8747.