


Medical Facility Transportation Resource Guide

MTM is committed to partnering with medical facilities in **Missouri** to ensure seamless, successful transportation delivery to Members. We want to be the best partner possible for your facility to ensure your Members are served appropriately. MTM offers several dedicated resources to your staff for scheduling rides for Members and delivering support services.

Use this Resource Guide as a convenient means for contacting MTM with your needs. It contains useful contact information for Facilities and Members to utilize.

Plan	How to Request Transportation	Days' Notice	Additional Contacts
	Facilities should:	Hours of Operation: M-F 8:00 a.m. - 5:00 p.m. CST Routine Appointments: 3 Business Days Urgent Appointments: 24/7	Care Management: CM-UnitedofMO@mtm-inc.net Education, Training, and Outreach: #ETO-MO@mtm-inc.net Complaint Hotline: Refer Member to UnitedHealthcare Member Services: 1-866-292-0359
	Fax: 636-561-6055 Email: LSL-CSCOT@mtm-inc.net		
	Call: 1-866-292-0359		
	Members should:		
	Call: 1-866-292-0359		