

Call Medical Transportation Management (MTM) at 1-844-549-8353 to schedule your medical transportation appointments.

MTM will contact MTA to see if transportation is available. You can call MTA before scheduling your appointment with your doctor to find out what dates are available prior to scheduling with MTM. This will help to reduce cancellations and rescheduling of appointments.

MTA does not discriminate against an individual on the basis of race, color, creed, religion, national origin, sex, marital status, status with regard to public assistance, disability, age or familial status in the provision of transportation services.

MTA has a strict cancellation/no show policy. Four cancellations or no shows will remove you from our NEMT list for a period of at least one month. Any questions regarding this policy can be addressed by calling MTA.

IMPORTANT INFORMATION

- ◆ This service is for Medicaid medical appointments ONLY! Appointments for Worker's Comp, SSI, VA, etc., are not covered by Medicaid.
- ◆ This van cannot make stops for the pharmacy, the store, or restaurants.
- ◆ Children must be accompanied by a parent/guardian at all times. Parents/guardians cannot leave children un-attended in the van with the driver.
- ◆ MTA does not provide personal aid. Persons requiring any assistance must be accompanied by an aide. Only one person may accompany a passenger at no additional charge.

Do you need
a ride to the doctor?

**Non-
Emergency
Medical
Transportation**

Provided by
Mountain Transit Authority



MOUNTAIN TRANSIT AUTHORITY

1096 Broad Street
Summersville, WV 26651

Phone: 304-872-5872

Outside of Nicholas Co. Call 1-877-712-9432



To schedule non-emergency medical transportation, passengers **MUST** call Medical Transportation Management (MTM) at 1-844-549-8353.

MTA cannot take medical transportation appointments directly from passengers. MTM will contact MTA to make transportation arrangements. If the trip can be made, MTA will contact passengers to confirm the trip and give their pick-up time.

Non-Emergency Medical Transportation

MTA provides Non-Emergency Medical Transportation (NEMT) service to residents of Nicholas County. This service is for people qualified for



Medicaid benefits who do not have transportation to or from medical appointments.

Remember—NEMT service is for medical appointments only!

Passengers who need to use our NEMT

service who do not qualify for Medicaid benefits can schedule NEMT service directly with MTA as a private-pay passenger. Private-pay passengers will be required to pay in advance of the date of their trip.

Important Information

MTA does not provide emergency transportation services. MTA cannot transport patients who require advanced life support or basic life support.



Remember—if it's an emergency, call an ambulance!

Patients suffering from serious injury, bleeding, mental impairment or other life-threatening symptoms need to contact their local ambulance service.

Non-emergency medical transportation is for medical visits only. MTA cannot transport patients to or from stores or pharmacies while on NEMT service. MTA will allow one individual to accompany the patient to and from the doctor's office at no additional charge. If additional individuals are needed to accompany the patient, they will have to make advanced payment as a private pay passenger. If a child accompanies a parent, the parent is responsible for that child at all times. At no time is the child to be left alone or with the van driver.

About Our NEMT Service

- Limited to in-state travel
- For residents of Nicholas County
- Only for medical appointments
- Must schedule with MTM in advance (1-844-549-8353)
- MTA will bill MTM for passengers with Medicaid coverage
- MTA cannot bill Worker's Compensation, Social Security, Medicare or any other type of insurance for travel reimbursement
- Patients will need to provide:
 - Name and address
 - Directions to their house
 - Phone Number
 - Birth Date
 - Date, time and location of medical appointment
 - Medicaid Number
 - Or prepayment of services for those who do not qualify for Medicaid