



Introducing Our New Community Partners Line for Non-Emergency Transportation

MTM is committed to providing top-notch transportation service to community partners who serve Nevada Medicaid members throughout the state. We have streamlined the coordination of non-emergency transportation services for inpatient medical facilities, tribal entities, and first responders.

Beginning March 25, 2019, there will be a dedicated Community Partners Line (limited for use to the services listed below) specifically staffed by local Supervisors knowledgeable on Nevada protocols. This line was established to serve as a direct point of contact for day-to-day issues for the following:

- Scheduling inpatient facility/hospital discharges
- Scheduling non-emergency transfers to other medical facilities
- Acting as a liaison with tribal entities
- Coordinating non-emergency transport for legal holds from law enforcement and Emergency Medical Service (EMS) providers
- Answering general questions regarding scheduled trips

Community Partner Line Number:	(844) 299-6333
Hours of Operation:	Monday – Friday 7 a.m. – 5 p.m. PST
After Hours Line:	(844) 879-7341*

**The after hours line is MTM's standard Nevada phone number*

Again, this line is not intended for members to call and schedule transportation. Members must continue to call the MTM Customer Service Line to schedule transportation at (844) 879-7341.

We look forward to continuing our work with you to remove community barriers through quality transportation!

