

Transportation Frequently Asked Questions for Members

What is Non-Emergency Medical Transportation (NEMT)?

NEMT is a Medicaid-covered service to help you get to your scheduled appointments. This means transportation to medical appointments when there is not an emergency. These appointments are scheduled.

Am I eligible for transportation services?

Non-emergency transportation services are available to members who do not have access to reliable transportation, who cannot drive or secure free transportation.

You are not eligible for transportation if:

- You have your own car.
- You can use free transportation.

If you have questions about eligibility, MTM can help you.

Who should I call to arrange transportation?

Call Nebraska Total Care. The phone number is 1-844-385-2192 (TTY 711). You can choose the transportation option. This will connect you with the transportation company. The company is called MTM.

You can also call MTM directly. The phone number is 1-844-261-7834.

When can I call to schedule transportation?

MTM is open Monday – Friday 8:00 a.m. until 7:00 p.m., central time. For routine appointments call during these times.

If you need an urgent appointment because you are sick or hurt, you can call any time.

Are there other ways to arrange transportation?

Yes. You can schedule an appointment online. Learn more about how to schedule an appointment at the [MTM Member Portal](#).

How soon should I arrange transportation?

Call or go online at least 2 business days before your appointment. If your appointment is urgent and scheduled in less than 2 days, call as soon as you can.

What is a routine appointment?

A *routine appointment* happens when you do not need to see your provider right away. Schedule transportation 2 days before these appointments.

What is an urgent appointment?

An *urgent appointment* happens when you need to be seen quickly. Schedule transportation as soon as possible for these appointments.

Do I call MTM in an emergency?

If you are experiencing a medical emergency, please call 911. MTM is not able to help you in an emergency.

If you are not sure if it is an emergency, call your doctor. Your doctor will tell you what to do. If your doctor's office is closed there should be a message telling you how to get help.

You can also call our 24/7 Nurse Advice Line. The number is 1-844-385-2192 (TTY 711).

How do I cancel my scheduled transportation?

Call Nebraska Total Care and choose the transportation option. The phone number is 1-844-385-2192 (TTY 711). If possible, call 24 hours before your scheduled transportation.

Can I get gas money to drive my own car to appointments?

No. This is not a covered benefit for Heritage Health.

Can a family member transport me to my appointment and receive reimbursement?

Only if they have a contract with MTM to provide transportation. Family members can ask to join MTM's transportation provider network. There is an online application at mtm-inc.net.

What is an LON form?

LON stands for *Level of Need*. Some members need extra accommodations for their transportation. This form tells MTM what they need. This could include:

- Wheelchair transportation
- A low-profile vehicle
- Inability to take bus/public transit
- Some other accommodation

Who completes the LON form?

The doctor fills out the LON form. They send it to MTM. If your doctor needs the form, MTM can send it to them.

Will transportation be denied if I do not have an LON form?

MTM will not deny transportation. However, they may not be able to accommodate your specific needs without the form.

MTM can accommodate your request for two weeks without the form.

How long does an LON form last?

The form will be kept for one year. After a year you will need a new form.

Do I have to take the bus?

Maybe. You will be given bus passes if your pickup and drop-off locations are ½ mile from the bus stop or less.

If you cannot take the bus MTM will need a LON form. This is how your doctor would tell us you need an accommodation.

What is a Medically Necessary Attendant Form?

Some members need a person to help them at appointments. This form tells us that you need an attendant to ride with you.

Your attendant cannot ride with you until we have this form.

Who should complete the Medically Necessary Attendant Form?

The doctor fills out the form. They send it to MTM. If your doctor needs the form, MTM can send it to them.

Are there age restrictions for transportation?

A member under 19 years old cannot ride alone. They must be with their parent or guardian. Or they can be with someone their parent or guardian chooses.

What is a prior authorization?

This means MTM has to get the transportation approved before they arrange it. Some services need prior authorization.

MTM will make the request to Nebraska Total Care.

When is a prior authorization needed?

Authorization is needed when:

- The provider is not in our network.
- The provider is more than 45 miles away from you.
- The appointment does not meet medical guidelines.
- There are other special circumstances.

What if transportation is not authorized?

If you or your provider think we made the wrong decision you can ask for a second review. This is called an appeal.

There is information about appeals [on our website](#). Or you can call Member Services. The number is 1-844-385-2192 (TTY 711).