

How to Use Your Group Health Cooperative Transportation Benefit



Do you need a ride to your health care provider, grocery store or other non-medical outing?

We are MTM. We provide rides for eligible Group Health Cooperative members in select Wisconsin counties. Call us to set up a ride if you need to get to an eligible location. We provide rides to members who live in the following counties: Adams, Ashland, Barron, Bayfield, Buffalo, Burnett, Chippewa, Clark, Columbia, Crawford, Douglas, Dunn, Eau Claire, Forest, Grant, Green, Iowa, Iron, Jackson, Juneau, La Crosse, Lafayette, Langlade, Lincoln, Marathon, Monroe, Oneida, Pepin, Pierce, Polk, Portage, Price, Richland, Rusk, Sauk, Sawyer, Shawano, St. Croix, Taylor, Trempealeau, Vernon, Vilas, Washburn, and Wood. Your benefit allows you up to 40 one-way trips per year.

How do I schedule a ride?

Call us at **1-888-889-0523**. We schedule rides for routine requests from 8 a.m. to 6 p.m. Monday - Friday. We schedule urgent rides 24 hours a day, seven days a week.

You can also use the MTM Link web portal or mobile app to book your trip at any time. Visit www.mtm-inc.net/mtm-link to sign up for the portal and app. You can also access user guides on this website.

Please have the following information ready when you call:

- Your first and last name
- Your Cooperative Advantage member ID number
- Your home address and phone number
- Your doctor's name, phone number, and address (if applicable)
- The date and time of your appointment
- Any special needs, including if you need someone to ride with you
- If you require special equipment like a car seat, wheelchair, or other device, you must provide these items

For more information, visit memberportal.net. Enter your zip code to access details about your transportation benefit.

How do I cancel or reschedule my ride?

Call MTM as soon as possible at **1-888-889-0523** if you need to cancel your trip or make any changes.

What if my ride is urgent?

If your appointment is urgent, MTM will set up your ride with less than two business days notice. An urgent request is considered to be any illness or injury that requires immediate treatment to prevent a serious decline in your health. Call us at **1-888-889-0523** 24 hours a day, seven days a week to schedule an urgent ride.

MTM does not schedule emergency transportation. Emergency transportation requires medical care during the trip. Call 911 immediately if you have an emergency.

What if my ride is urgent?

- Be ready for your ride at least one hour prior to your scheduled pick-up time. The driver will only wait for you for 10 minutes.
- If you scheduled a ride back, your driver will pick you up after your visit is over. Call MTM at **1-888-889-0523** if your driver is late or does not pick you up.
- If your visit is over and you did not schedule a ride back, call MTM at **1-888-889-0523**. The driver should arrive in less than one hour. Call MTM back if you have waited longer.



How does MTM decide what kind of ride I need?

You will receive the level of transportation that is most appropriate for your medical condition. Based on your needs, we will offer you:

- Sedan vehicles, including taxis or on-demand services like Uber or Lyft
- Wheelchair-equipped vehicles
- Stretcher vans
- Non-emergency stretcher or ambulance services

If you would like to ride with a certain transportation provider, we will make every effort to accommodate your request. We cannot guarantee your provider of choice.

How do I file a complaint or concern about MTM's services?

We want to always provide excellent service. Call Group Health Cooperative Member Services at **1-800-460-4641** if you have a complaint about your service. Group Health Cooperative will work with MTM to investigate your complaint and provide resolution.

Remember:

- To schedule a ride call **1-888-889-0523**
- You can schedule a ride for a routine request from 8 a.m. to 6 p.m. Monday - Friday; you can schedule an urgent ride 24 hours a day, seven days a week
- You can use the MTM Link web portal or mobile app to book your trip at any time
- You must call for a reservation at least two business days before your appointment
- Have your trip information ready when you call
- To file a complaint call **1-800-460-4641**
- If your ride is late call **1-888-889-0523**

To schedule a ride, call:
1-888-889-0523

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from 8 a.m. to 6 p.m.,
Monday - Friday**

**For hearing impaired service, dial 711
Oral interpretive services available
for any language**

memberportal.net