



NC Member Handbook transportation addendum

We recently made updates to our Handbook. Please read the information below.

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How to get NEMT

Members should arrange for transportation as far in advance as possible, but no less than two business days before their appointment. Call **1-800-349-1855**, TTY **711** to schedule transportation. NEMT services via personal vehicles with mileage reimbursement, taxis, vans, mini-buses, mountain area transports and public transportation are provided through our contracted transportation company, MTM Health. You can contact MTM Health to request or cancel a trip by calling Member Services at **1-800-349-1855**, TTY **711** and choosing the option for Transportation. Rides for routine appointments must be scheduled at least 48 hours in advance by calling between 7 a.m. and 6 p.m., Monday through Saturday. Rides for urgent appointments can also be made after hours by calling Member Services.

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Members can request these services by calling **1-800-349-1855**, TTY **711** and MTM Health will work with UnitedHealthcare Community Plan of North Carolina for the preauthorization. Approvals may take up to two business days.

If you any questions please call our Member Services department at **1-800-349-1855**, TTY **711**.