



December 10, 2018

**To Medicaid and/or Arkansas Works Beneficiaries in Region A
*Baxter, Benton, Boone, Carroll, Madison, Marion, Newton, Searcy, and Washington Counties***

Dear Medicaid Member:

On January 1, 2019, MTM will be the Medicaid Non-Emergency Transportation (NET) provider for medical appointments in your county.

MTM will begin taking calls on December 21, 2018 for appointments that will take place on and after January 1, 2019.

If you qualify to use non-emergency transportation, a toll-free number is available for you to make a reservation from 8 a.m. to 5 p.m. Monday through Friday, except on state holidays. The toll-free number is:

844-261-7421

As a reminder:

- Trips must be for covered medical services.
- All calls must be made at least two whole days before your appointment (do not count Saturday, Sunday, or holidays).
- We will verify your need for the trip.

When you call, please be ready to provide:

- Your Medicaid ID.
- Your name, date of birth, address, and phone number.
- The name, address, and phone number of your doctor.
- The appointment time and date.
- Any special transporting needs you might have.

If you have questions or complaints, call the NET Helpline at 888-987-1200, Option 1.

For more information, visit www.mtm-inc.net/arkansas. We look forward to providing you with high quality and safe transportation for your covered non-emergency medical appointments.