

MTM Link Facility Portal Reference Guide

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FAQ

What is the MTM Link Facility portal?

The MTM Link Facility Portal is an online application used by medical facilities to set, view, and manage trips for their members.

How do I get access to the MTM Link Facility portal?

Follow this link to gain access to the portal:

https://mtminc.formstack.com/forms/mtm_facilities_portal_registration_request

How do I log into MTM Link Facility portal?

Log in to the portal with the following link: [MTM Link](#)

How do I reset my password for the MTM Link Facility portal?

To reset your password, use the following link: [MTM Link](#)

What should I do if the password reset is not working?

Contact the Community Outreach team: CO@mtm-inc.net

How do I search for a member in the MTM Link Facility portal?

Search for a member by clicking [here](#)

How far back or in advance can I view trips for my members?

Using the Calendar View you can view back or forward for 6 months in MTM link.



Can I schedule one-way, round trips, and recurring trips on the MTM Link Facility portal?

Yes, you can schedule one way, round, and recurring trips on the MTM Link Facility portal.

Can I cancel one-way, round trips, and recurring trips?

Yes, you can cancel one way, round, and recurring trips.

Can I cancel a same day trip?

You cannot cancel a same day trip in the portal. To cancel a same day trip, you can use the [chat feature](#) (M-F 7am/ct – 9am/ct) or call in to the contact center.

When do I use Will-Call Feature?

The will-call feature would be used if the member's return ride **does not** have a designated time. The members will contact MTM to dispatch their return ride. MTM has sixty minutes after the ride is dispatched to service the return ride.

What is the "Now" button?

This feature is for the first leg only and is used when the member needs immediate pickup. It looks for a provider and shows the Scheduled Pick-Up time, which is the trip submission time plus the health plan requirement. Example, 11:15am trip was submitted + 45 minutes = 12:00pm pickup.

How will I know if I submitted a trip successfully on the MTM Link Facility portal?

Upon completion of a successful booking, you will receive a notification that your reservation was successfully created. The trip should be immediately viewable in the member's calendar view.

What is the "Where's My Ride" feature?

When Where's My Ride has been selected, *and* the driver has also selected the "En Route" feature on the driver app, the user will see status updates of the driver's real time GPS location.

Can I create my own facility admin user?

Yes, the Facility Admin feature gives the medical facility the ability to create their own Facility User accounts for their staff without the need for MTM to process.

Where can I add notes for the driver?

When setting a trip in the portal you can add notes above the address field ([8C](#) of "Requesting a Trip")

For dual (insurance) eligible members, if one plan shows as expired, can I select the other plan?

Yes. There may be an instance where members have multiple insurance plans. Select the health plan that is active for your members.

What if the home address is blank or listing as “none?”

Have the Facility User update the member’s address on their profile. Also, have the members update their address with the health plan.

What happens if I receive an “Unable to Find Person Alias” error?

If the member has more than 1 eligibility file, try booking with the other health plan. If the member does not have multiple files, report this to your MTM Representative.

What if the member eligibility does not include the health plan in MTM Link?

Check the View Eligibility link after clicking on Add Service to book a trip, only health plans available will be listed. Any trip request will need to be booked using a different method until this is corrected.

Terminology

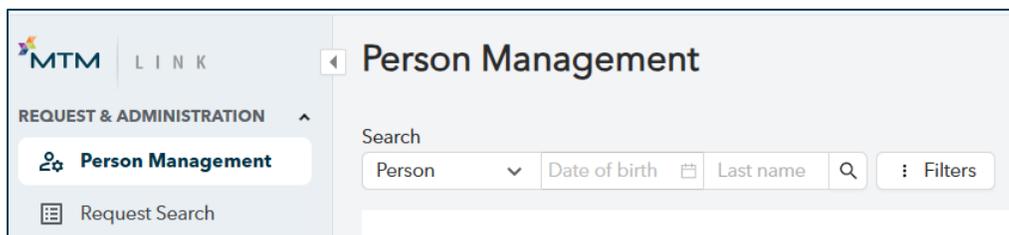
Personal Info	Member’s User Profile: Personal information, Address, Communication Preferences, Accommodations, Notes, Calendar to view past and future trips	Passenger Type	Area the member will occupy in the vehicle: Ambulatory, Electric Wheelchair, Scooter, Bariatric Stretcher, etc.
Organization	Insurance Information	Mobility Aids	Special Accommodations: Walker, Cane, Service Animal, Portable Oxygen in Bag, etc.
People	Payees who will be reimbursed for gas mileage reimbursement trips.	Level of Service	Level of care to assist member to vehicle: Curb to Curb, Door through Door, etc.
User Info	MTM Link Log in information	Payee	Person Receiving Payment for gas mileage reimbursement
Mode Selection	Approved Transportation Modes for that health plan	Eligible	Member’s Eligibility to the health plan who is covering transportation services

Requesting a Trip

1. Log into [MTM Link](#)
2. If the menu on the left is collapsed, click the arrow to expand



3. Search for the member from the drop down and select: Last Name, Medical ID, or Phone Number



- Verify the correct member has been selected. Once the member has been found in Person Management, click anywhere in the row to select that particular member.

Person Management

Search
 Person [v] Date of birth [c] test [q] Filters (1) First Name: jasmine [x] Clear filters

Name	Medical ID	Date of birth	Primary address	Phone	Client plan	Role
Jasmine Test	06032404	11/11/1977	238 S Line Dr Apopka, FL 32703	(123) 456-7890	0518-FLORIDA AHCA MEDICAID REGION 7	
Jasmine Test	073002	11/11/1977	238 S Line Dr Apopka, FL 32703	(407) 555-2222	0518-FLORIDA AHCA MEDICAID REGION 7	

- Click the Add Service icon (top right corner of browser)

Andrea Test | 11/11/1977 | **ELIGIBLE**

Timeline **Add Service** Show Cancelled

- Click Continue

Request Service Authorization Andrea Test Cancel Request

Full Name	Date of Birth	Age	Gender	Language	Primary Number	Secondary Number	View Eligibility
Andrea Test	11/11/1977	47	Female	English	(123) 456-7890	(123) 456-7890	

Request Details

Request Type: Travel
 Who is requesting the service(s)? Justin Training Test
 Requestor's Phone Number: (401) 771-6101
 Relationship: Facility Representative

Continue

- When starting a trip request, MTM Link may ask you what type of address the destination is. Please select according to the drop-down menu (as shown on the right)

What type of address is this?
 5005 S 40TH ST STE 1100, PHOENIX, AZ
 85040

Select an address type [q]

- Dialysis
- Hospital
- Medical Provider
- Pharmacy
- Residence

Cancel **Confirm**

- Fill in the Trip Details section: Date, Trip Reason, Time, Starting and Destination addresses.
 - To make this a round trip, select the Add Return Trip
 - To add an additional leg, select the Add Leg option.
 - Use the Add Instructions option to add notes for the driver, including, but not limited to: unique driving directions, specific entrances to large facilities, gate codes, etc.

- For the return ride, select a scheduled pickup by entering a specific time, or use the Will Call option in the drop down.

- Fill in the Service User Details: Passenger Type (mode), Conditions, Mobility Aids and Level of Service. You can click in the Conditions & Mobility Aid drop down menus to select multiple items that may apply. These will save to the member's profile for future trips.

- Fill in the Service Selection by choosing the Transportation Mode drop down tab. If a higher mode is selected, then a Level of Need (LON) may be required before a trip request can be approved. Click Continue to advance to the next screen.

- Review the Service Details, then select Continue.

Service Details: Cab Remove Service

Passenger Type ⓘ
 Ambulatory

Mobility Aids ⓘ
 Canes

Conditions ⓘ
 Cognitive/Memory Issues, Hearing Impairment

Level of Service ⓘ
 Curb to Curb

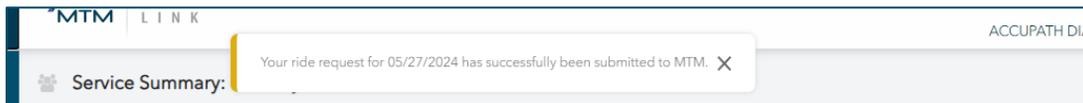
Are there additional passengers traveling? Yes No

	Trip 1 238 S Line Dr Apopka, FL 32703	Transportation Provider Provider Pending
	1065 W ORANGE BLOSSOM TRL APOPKA, FL 32712	
	Trip 2 1065 W Orange Blossom Trail Apopka, FL 32712	Transportation Provider Provider Pending
	238 S Line Dr Apopka, FL 32703	

[Continue >](#)

13. Review the Request Summary, scroll down and click Submit Request if all the trip details are accurate.

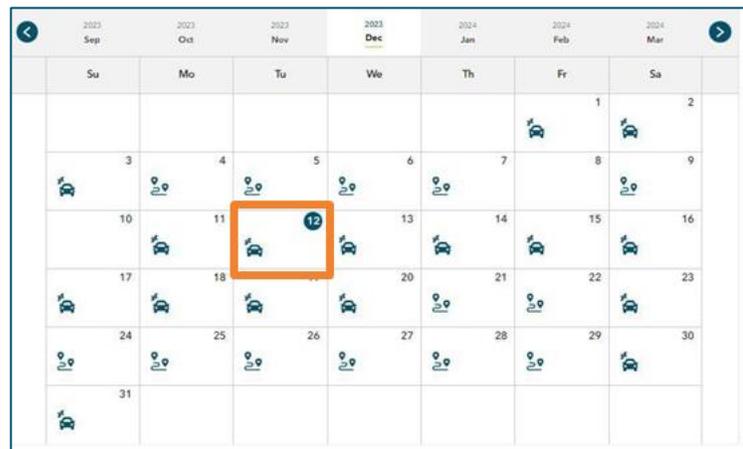
14. A banner will appear at the top.



Please ensure you complete passenger type, mobility aids, space type, LOS to ensure the trip is set with the correct mode of transportation. This can also be entered in the Personal Information Tab under the accommodations section.

Calendar View

When using the Calendar to search for a trip, click on the date and follow the prompts. Using the arrows to the right or left of the calendar will move you 6 months back or forward. When you hover over any of the icons, information about that trip will appear. To view the existing trip, click on the date to open the full details.

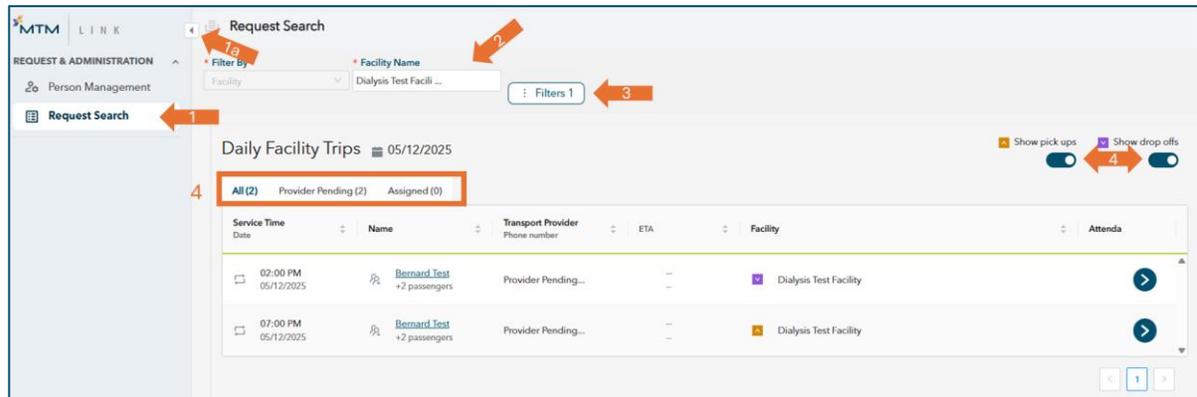


Daily View

The daily view will assist Facility Users in having a daily holistic view to track all incoming trips to their locations. It allows facilities to be aware of which providers are transporting their members, view trips that do not have any provider assignment and show the ETA for return rides. The ETA column has a hyperlink to access the “Where’s My Ride” feature for real time updates and can view when a driver is enroute.

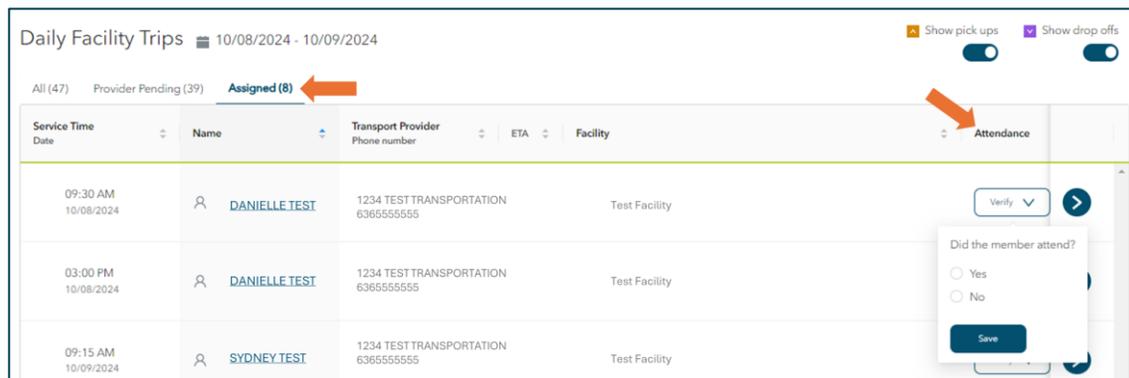
1. To use the Daily View, click the Request Search icon.

- a. If the Request Search is not available, the menu may be collapsed. To expand, click on the arrow
2. Click on the Facility Name and select your facility. If you have multiple facilities, select the appropriate one or all to see more results.
3. Filters can be chosen for a range of 15 days and could include: first and last names, DOB, and/or Medical ID. After you apply Filters, your selections will be saved the next time used.
4. The user can toggle between pick-ups or drop-offs and view trips that have a transportation provider assigned or unassigned.



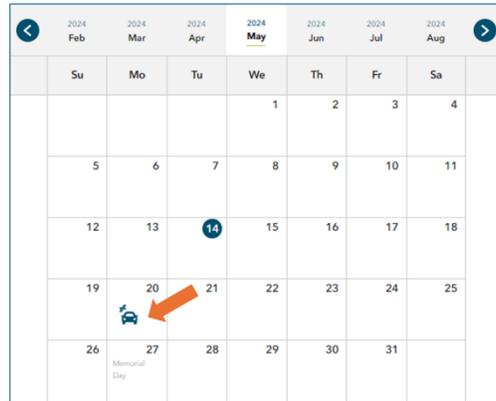
ATTENDANCE VERIFICATION

Attendance Verification can also be done via the Daily View to verify a member attended an appointment at a facility. To verify attendance, follow the steps above in the Daily View section, click on the Assigned tab (as indicated below) under Daily Facility Trips, then navigate to the Attendance section (far right of the page). Click on the Verify drop down, select Yes or No, then click Save.



Existing Trips

1. Locate existing trip from Calendar View. If your browser is zoomed in, the car icon may be a blue dot
2. Select from the items listed:
 - [Where's My Ride](#)
 - View Map
 - Service Timeline
 - [Cancel](#)
 - [Edit](#)



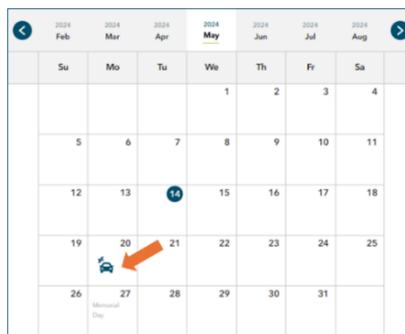
A screenshot of the MTM LINK interface. The top navigation bar shows 'Service Summary: Thursday, 05/15/2025' and the user 'Andrea Test | 11/11/1977'. The left sidebar has 'Person Management' and 'Request Search'. The main content area shows a 'CAB' icon and a 'Show Canceled' toggle. Below this is a table with columns 'Request ID', 'Request Type', and 'Requested By'. The first row contains 'S-FRV202512830-C', 'Travel', and 'Justin TrainingTest (Facility Representative) - (401) 771-6101'. At the bottom right, there are four buttons: 'View Map', 'Service Timeline', 'Cancel', and 'Edit', with the last three buttons highlighted by a red box.

Notes

1. Using notes on member profile - These should be used for any information that will need to be seen by everyone that may interact with this member.
2. Using notes on trip level - These should be used for any information that will need to be seen by everyone that may interact with this trip.
3. Users can pin notes so that the information will remain at the top.

Editing/Canceling a Trip

1. Select the trip from Calendar View
2. Select from the items listed.
 - a. Cancel
 - b. Edit



A screenshot of the MTM LINK interface showing a service summary. The top navigation bar shows 'Request ID: S-ACZ20241341810-C', 'Request Type: Travel', and 'Requested By: Arizona FacilityUser (Facility Representative) - (800) 710-1800'. At the bottom right, there are four buttons: 'View Map', 'Service Timeline', 'Cancel', and 'Edit', with the last three buttons highlighted by a red box.

3. For a recurring trip/subscription, follow the prompts for subsequent day cancellations.

- a. When cancelling a trip, select between: This Trip Only or Entire Series
- b. Select the checkbox next to the affected legs to Cancel, then choose an appropriate reason from the Cancellation Reason drop down menu and click the blue Cancel option.

✕

Cancel Repeating Trip

This trip is part of a repeating series.

Do you want to cancel this trip or the entire series?

This Trip Only (11/16/23)

Entire Series

Back Cancel Trip

Select which leg(s) you would like to cancel:

Request ID	Request Type	Requested By	Additional Passenger #1
S-WFL202301023594-C	Travel	JUSTIN TEST	-555-555-5555

Passenger Type	Mobility Aids	Conditions	Additional Passenger #1
Ambulatory <small>Person Height: 72 inches Person Weight: 160 pounds</small>	Walker Portable Oxygen in Cart	High Risk Pregnancy Low Riding Vehicle	

Date	Arrive By	Mode	Ride Reason	Request ID	Pick Up Address	Drop Off Address	Pick Up Instructions	Drop Off Instructions
01/26/2023	03:45 PM	Cab	DIALYSIS	S-WFL202301023594-C-A	3401 E Elwood St. Phoenix, AZ 85040	CVS 123 E Elwood St. Phoenix, AZ 85040	these are the pickup instructions	these are the dropoff instructions
<input type="checkbox"/> 1								
01/26/2023	03:45 PM	Cab	DIALYSIS	S-WFL202301023594-C-B	CVS 123 E Elwood St. Phoenix, AZ 85040	3401 E Elwood St. Phoenix, AZ 85040	these are the pickup instructions	these are the dropoff instructions
<input type="checkbox"/> 2								

← Back Cancellation Reason Select a reason Cancel Selected Leg(s)

4. Choose which legs need to be cancelled. The authorization status will be updated to reflect cancellation.

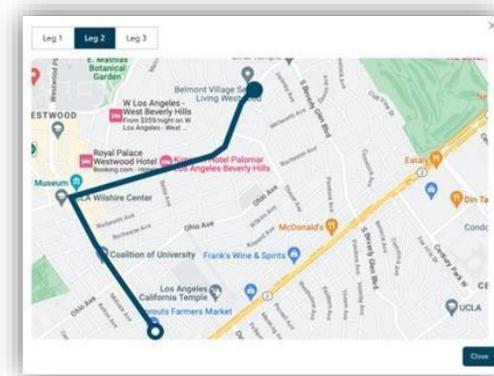
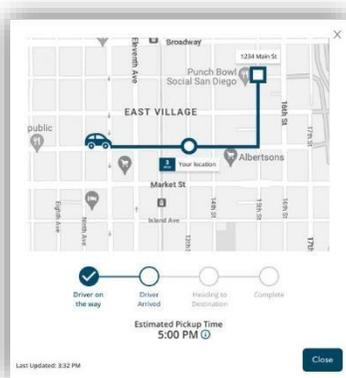
- NOTE: If canceling a within 24 hours or less, the cancel button will be greyed out and a text message will appear stating “Please contact MTM to update this request.”

Recurring Trips/Subscriptions

1. If repeating trip is selected, a window will pop up to collect more information (click Yes in the pic below and the pop up will appear). **Please ensure every box and drop down have been properly filled in/selected or you won't be able to click Confirm to proceed**
 - Choose the Repeat Every by: Day, Week, or Month
2. Click Confirm to proceed or cancel to deselect.
 - NOTE: If trying to change a recurring trip, the cancel button will be greyed out and a text message will appear stating “Repeating requests cannot be edited. If changes are required, cancel the repeating request, and create a new one.”

Where's My Ride?

1. When the Where's My Ride has been selected, *and* the driver has also selected the "En Route" feature, the user will see real-time GPS location.
2. If the information has not changed, there may be an issue with connectivity from the driver or they have not performed the "En Route" feature.
3. Select which view you would like.



Trip Status

1. En Route – Driver has accepted the trip and performed the "En Route" feature to provide real-time GPS location.
2. Pick Up – Driver has performed the Pick Up of the member and collected their signature.
3. Drop Off – Driver has arrived and dropped the member off at the destination.
4. Provider Pending – Trip has been accepted but not set with a Transportation Provider
5. Turnback – Trip was accepted by a Transportation Provider but was sent back.
6. Canceled – Trip has been cancelled for the reason provided.
7. Pending – Trip has not been set and is waiting for approval.

8. Denied – Trip has been denied due to failed protocol.
9. Failed Protocol – Trip has broken a protocol and requires contacting MTM.

NOTE: Facility users can only search for members who are tied to the same HP as the facility. If any errors occur, or if unable to create a trip correctly, please contact MTM as soon as possible to ensure that there are no duplicate or missed trips.

Creating a Facility User account via Facility Admin

The Facility Admin feature gives the medical facility the ability to create their own Facility User accounts for their staff without the need for MTM to process. To request Facility Admin access for the people responsible within your medical facility, please reach out to your Community Outreach Advocate. Once you have access to create a Facility User account, follow these steps:

1. From the Person Management tab, click the +Add a person icon

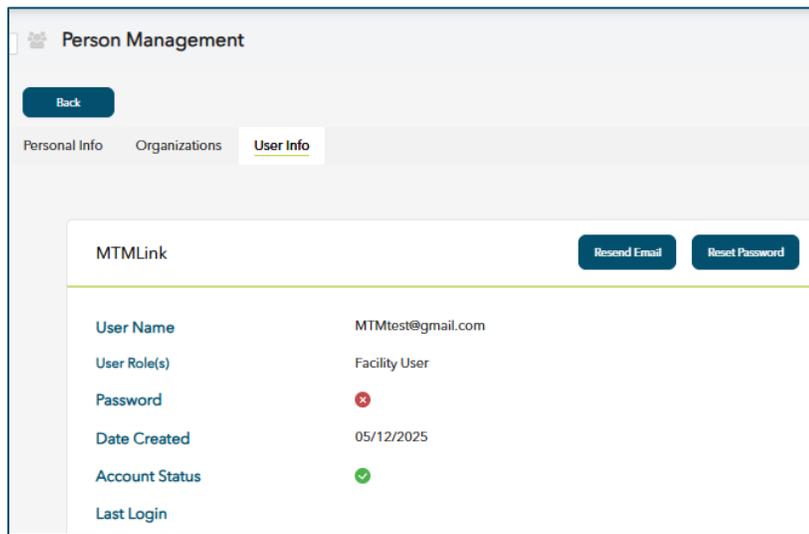
2. Select the role from the drop down (Facility User). Enter their first and last name and ensure their User Name (email address) is correct.

- a. If any their criteria is matching in our system, a Potential Person Match will appear in the bottom of the screen. ***Prior to Adding a Person, ensure you are not creating a duplicate record. This causes issues for both the medical facility and MTM***

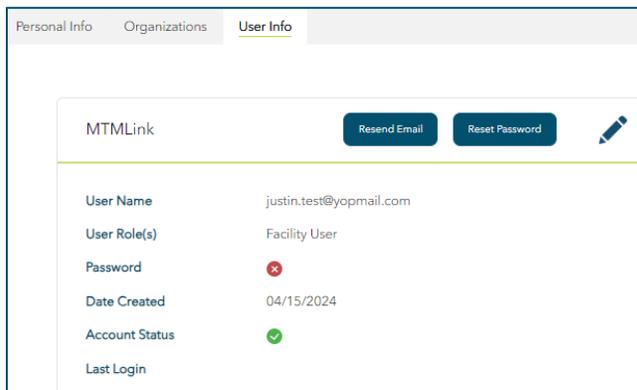
- b. Click anywhere in that row to view the Potential Person Matches. If the user listed matches your criteria and would like to Provision, click View Person

Person Details	First Name	Date of Birth	Home Address	Email
Justin Test 11791469	Justin Test	01/01/1900	--	MTMtest@gmail.com

- c. After clicking View Person, you can reset their password from the User Info tab



3. Once you're ready to proceed, click Create Person in the bottom right of the screen.
4. The Facility User will need to retrieve the provisioning email sent to their email address and follow the instructions.
5. The green check by Account Status indicates the user's account was successfully provisioned. The red X on Password indicates the user has not gone to their email address and confirmed the link sent.



Ancillary Services

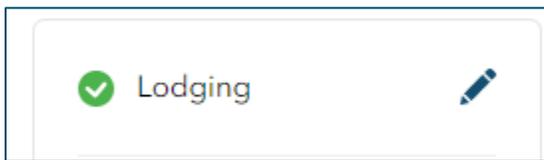
1. After filling out the Trip Details for a member (date, time, trip reason, pick up and drop addresses), you will come to a Service Selection section if Ancillary Services are applicable to your Health Plan.
2. From the Service Selection menu, you will see options for Lodging, Meals, Parking, and/or Tolls. Check any of the applicable boxes to take advantage of this service, then select Continue.

- You may need to finish the Service Details (mode) section before completing any Ancillary Services. As you can see from this screenshot, the options are grayed out. Click Next Service to proceed.

- Fill out all the applicable details for the request (Meals, Lodging, Parking and Tolls), then select Next Service. Once every section has been completed, select Continue.

- On the Request Summary screen, you can toggle between any of the Ancillary Service options that were requested before submitting. If a change is needed, click the “Back to Service Details” icon.

Then click the Pencil icon to edit a section.



*Once a service has been created, it cannot be edited by the Facility User/Admin. The user will see a prompt instructing them to call into MTM's Contact Center. The user can only cancel.

** As a facility user, you can cancel until the day of service ONLY if the service has not been scheduled by MTM's Travel Team.