

TRANSPORTATION RESOURCE GUIDE

WellSense New Hampshire Medicaid

MTM Health is dedicated to partnering with medical facilities across New Hampshire to ensure seamless, reliable transportation for WellSense New Hampshire Medicaid patients. Our goal is to be a trusted partner for your facility, helping you coordinate timely, efficient transportation so your patients receive the care they need.

To support your staff, MTM Health provides dedicated resources for scheduling rides and accessing support services. Please use this Resource Guide for key contact information, including details for both facilities and health plan members.



Reminders for Reserving Trips



Trip Reservation Line

< **844.909.7433 (RIDE)** > (select the prompt for transportation)

Representatives are available 24 hours a day, seven days a week, 365 days a year



Community Outreach Email

CO-NH@mtm-inc.net



Online Reservations

- Web chat services for *members/caregivers* (no login required): <https://memberportal.net>
- Online portal for *healthcare professionals/medical facilities* via MTM Link (access required); [click here to register for MTM Link](#)



Days' Notice Requirements

- Two business days' advance notice is required for routine trip requests
- Urgent trips are available 24/7/365



Additional Resources and Reminders

- Contact Community Outreach: CO-NH@mtm-inc.net
- File a Complaint: 866.436.0457
- Additional resources for medical facilities can be found at <https://www.mtm-inc.net/healthcare-providers/>

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