

# Commitment to Communication

*From your Provider Relations Team*



**nh healthy families™**

2 Executive Park Drive  
Bedford, NH 03110

## **Medical Transportation Management [MTM] Effective: September 1, 2020**

July 21, 2020

NH Healthy Families is announcing an upcoming transition to a new transportation vendor. Effective September 1, 2020, Medical Transportation Management (MTM) will be administering the non-emergency medical transportation program for NH Healthy Families' Medicaid members. MTM will work in similar fashion to our previous transportation vendor.

If a member has access to a car, or a friend or family member with a car, the member should enroll in the Family and Friends Transportation Reimbursement Program. If a NH Healthy Families member does not have access to transportation, transportation can be provided.

To request transportation, or to enroll in the Family and Friends Transportation Reimbursement Program, members should contact MTM at **(888) 597-1192** beginning August 12, 2020.

Members should refer to the NH Healthy Families Member Handbook for more information regarding transportation coverage and limitations.

For any questions or concerns, please contact Provider Services at 1-866-769-3085.

Sincerely,

NH Healthy Families

Like us on Facebook and Twitter  
to stay in touch with initiatives  
and happenings around the state.  
#NHhealthy



1-866-769-3085  
TDD/TTY: 1-855-742-0123

**NHhealthyfamilies.com**