



Medical facility transportation resource guide

Contact information at a glance

UnitedHealthcare Community Plan of Missouri members have access to transportation through **Medical Transportation Management (MTM)**. MTM helps ensure seamless and successful transportation delivery to our members. MTM also offers many dedicated resources for scheduling rides and support services.

Please use the following information when requesting transportation services for your patients.

How to request transportation	Timing	Additional contact information
Facilities should: Fax 636-561-6055 Email isl-cscot@mtminc.net Call 866-292-0359	Hours of operation: Monday–Friday, 7:30 a.m.–6 p.m. CT Routine appointments: Schedule at least 3 business days before the appointment Urgent appointments: 24/7	Care management: cm-unitedofmo@mtm-inc.net Education, training and outreach: eto-mo@mtm-inc.net Complaint hotline: Refer members to UnitedHealthcare Member Services at 866-292-0359
Members should: Call 866-292-0359		