



AITKIN COUNTY HEALTH & HUMAN SERVICES

204 First Street NW
Aitkin, MN 56431

Phone: 800-328-3744/218-927-7200
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Medical Transportation Resource Guide

Use this Resource Guide as a helpful tool for your transportation needs, whether you need a volunteer driver or mileage reimbursement if you drive yourself.

Gas Mileage Reimbursement:

If you, a friend or a family member can drive to an appointment, you must contact MTM prior to the appointment to get a **Prior Authorization Trip Number** in order to request mileage reimbursement. You must use the two page Reimbursement Trip Log which requires your health care provider’s signature as proof you attended the appointment.

Contact MTM at 1-844-399-9466 to request a trip log and get questions answered. Hours of operation: 7am – 6pm, Monday through Friday. Additional Reimbursement Trip Logs are available at www.mtm-inc.net/northern-minnesota/medical-facilities/

Request a Ride if you are unable to drive or get a ride:

1. Are you on a health plan?
 - a. **If yes**, which health plan? Contact your health plan.
Aitkin County offers enrollment in four health plans: Blue Plus, Health Partners, UCare and Medica. *Please see the chart on the back of this form for contact info.*
 - b. **If no**, contact MTM. *See the chart below.*

Requesting Transport	Special Accommodations	Days’ Notice	Additional Contacts
<p>Call MTM: 1-844-399-9466</p> <p>Please have the following ready when you call:</p> <ul style="list-style-type: none"> • Your first & last name • Your MA number • Your home address & phone number • Your doctor’s name, address, phone number • Date & time of your appointment 	<p>Tell MTM if you have any special needs, including if you need someone to ride with you</p> <p>If you require special equipment like a car seat, wheelchair or other device, you must provide these items</p> <p>If you need a:</p> <ul style="list-style-type: none"> • Wheelchair Vehicle • Non-Emergency Ambulance • Stretcher Van <p>Call Kepro at 1-844-681-8144</p>	<p>Hours of Operation M-F 7 am-6 pm</p> <p>Routine Appointments: 3 Business days’ notice</p> <p>Urgent Appointments: 24/7</p> <p>Call MTM as soon as possible to cancel your trip or reschedule your trip</p>	<p>Northern Minnesota member Website: www.mtm-inc.net/northern-minnesota/</p> <p>Complaint Hotline: 1-866-436-0457</p> <p>Complaint Email: QM@mtm-inc.net</p> <p>If your ride is late call MTM: 1-844-399-9466</p>

“This institution is an equal opportunity provider.”

Find your Health Plan in the Chart below to set up transportation:

Health Plan Name	Contact Info	Be Prepared	Days' Notice
<p>Blue Plus BlueRide Transportation</p>	<p>Phone: 1-866-340-8648 (TTY 711) Or 651-662-8648</p> <p>Blue Ride Website: www.bluecrossmn.com/shop-plans/minnesota-health-care-programs/blueride-transportation</p>	<p>Please have the following Info ready before you call:</p> <ul style="list-style-type: none"> • Member ID from your Blue Plus Card • Name • Address • Date of Birth • Phone number • Appointment date, time & location 	<p>Hours of Operation M-F 8am to 5pm</p> <p>Routine Appointments: Minimum of 2 business days prior</p> <p>Call BlueRide to cancel your trip at least 4 hours before the appointment</p> <p>Call if your ride is late</p>
<p>Medica Provide-a-Ride</p>	<p>Phone: 1-888-347-3630(TTY 711) Or 952-992-2580</p> <p>After Hours: 1-866-715-0915</p> <p>Website: www.medica.com/ls/shop/medicaid</p>	<p>Please have the following Info ready before you call:</p> <ul style="list-style-type: none"> • Member ID from your Health Partners Card • Name • Address • Date of Birth • Phone number • Appointment date, time & location 	<p>Hours of Operation 7 days a week, 8am to 8pm</p> <p>Routine Appointments: Minimum of 5 business days prior</p> <p>Call to cancel your trip at least 4 hours before the appointment</p> <p>Call if your ride is late</p>
<p>Ucare Health Ride</p>	<p>Phone: 1-800-864-2157 (TTY 711)</p> <p>Website: www.ucare.org/health-wellness/health-ride/</p>	<p>Please have the following Info ready before you call:</p> <ul style="list-style-type: none"> • Member ID from your Health Partners Card • Name • Address • Date of Birth • Phone number • Appointment date, time & location 	<p>Hours of Operation M-F 7am to 8pm</p> <p>Routine Appointments: Minimum of 2 business days prior</p> <p>Call to cancel your trip at least 4 hours before the appointment</p> <p>Call if your ride is late</p>