

# ATTACHMENT

## Member Contact Information for Medical Transportation Management Inc.

Name	Contact Information	Purpose
Reservation phone number for scheduling rides	1-866-907-1493  1-800-855-2880 (TTY)	<ul style="list-style-type: none"> <li>• Call this number to schedule a ride.</li> <li>• Routine rides can be scheduled Monday through Friday from 7:00 a.m. to 6:00 p.m. Routine rides must be scheduled at least two business days in advance.</li> <li>• Urgent rides can be scheduled 24 hours a day, seven days a week.</li> </ul>
"Where's My Ride" phone number	1-866-907-1494	Call this number if you had a scheduled time for your ride and your ride is more than 15 minutes late picking you up or you need to schedule a return pick-up time.
"We Care" phone number	1-866-436-0457	Call this number if you have a complaint.
MTM Inc. Web site	<i><a href="http://www.mtm-inc.net/wisconsin/">www.mtm-inc.net/wisconsin/</a></i>	Use this Web site to schedule and cancel routine and recurring rides, file complaints, and obtain forms. To schedule rides online, you will need to have already scheduled at least one ride by calling the reservation phone number and have a valid e-mail address.
Report Fraud	<i><a href="http://www.reportfraud.wisconsin.gov/">www.reportfraud.wisconsin.gov/</a></i>  1-877-865-3432	Use this Web site or call this phone number if you suspect that someone is committing or has committed any form of fraud or abuse of a Wisconsin Department of Health Services program and would like to file a complaint.