

The background image shows a man in a wheelchair being assisted by another man, and an older man sitting in the open door of a silver car. The scene is set in front of a building with large glass windows and the number "4275" visible. A semi-transparent white box with a purple border on the left contains the event information.

Iowa Medicaid Member Town Hall

MTM Link Migration

September 4th, 2025

Seth Johnson – Program Director



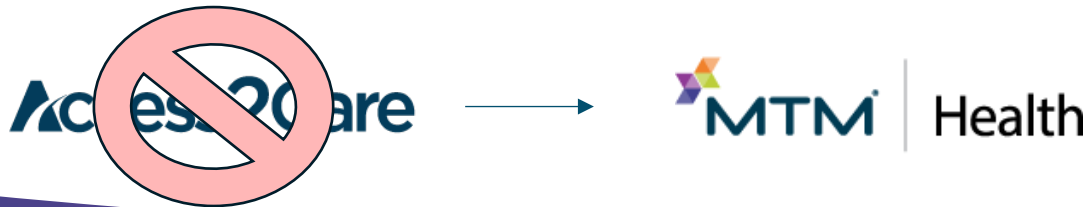
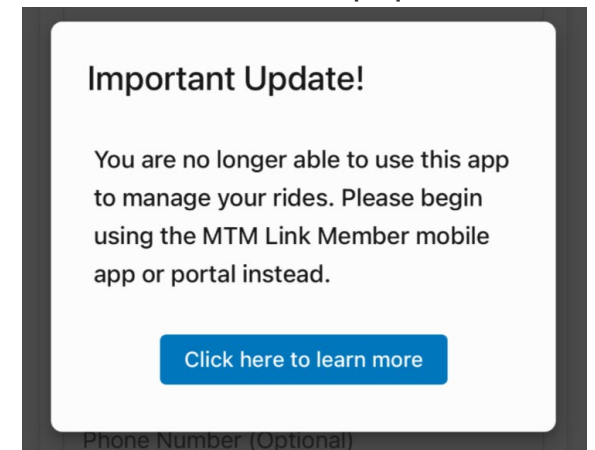
Access2Care becomes MTM Health

- Beginning September 18, managed care NEMT will be operated by MTM
- What will change:
 - Members will need to move from the Access2Care mobile/web app to the MTM Link Member app
 - All NEMT forms and letters will be updated and refer to MTM Health
- What will not change:
 - Your NEMT benefits
 - The transportation provider network that provides rides to members
 - The phone numbers you contact to schedule/update NEMT rides



What will change on September 18th

- Members will need to move from the Access2Care mobile/web app to the MTM Link Member app
 - A popup will appear for Access2Care app users
 - Members will be redirected to the MTM Link Member app
- All NEMT forms and letters will be updated and refer to MTM Health





What will not be Changing

- Your NEMT benefits will remain the same
- The transportation provider network that provides rides to members in Iowa will remain the same
- The phone numbers you contact to schedule or update NEMT rides will remain the same:
 - Iowa Total Care: 877-271-4819
 - Molina: 866-849-2062
 - Wellpoint: 844-544-1389
 - Fee-For-Service: 866-572-7662

Thank you

Any Questions?