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 yellow vertical bar on the left contains the event information.

# Iowa Medicaid Member Town Hall

## **MTM Link Migration**

### October 2nd, 2025

Seth Johnson – Program Director



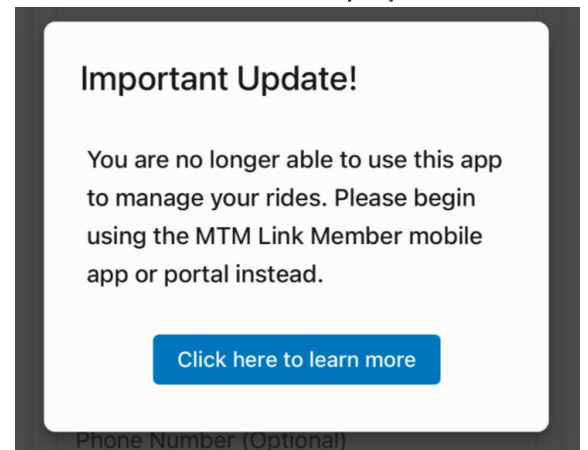
# Access2Care is now MTM Health

- Effective September 19th, managed care NEMT is now operated by MTM
- What has changed:
  - Members will need to move from the Access2Care mobile/web app to the MTM Link Member app
  - All NEMT forms and letters are updated and refer to MTM Health
- What has not changed:
  - Your NEMT benefits
  - The transportation provider network that provides rides to members
  - The phone numbers you contact to schedule/update NEMT rides

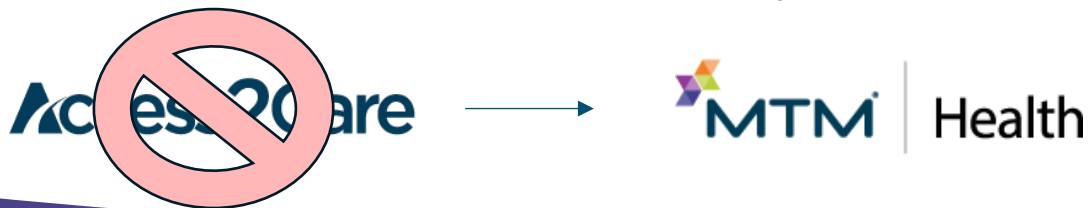


# What changed on September 19<sup>th</sup>

- 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 are updated and refer to MTM Health





# What has not Changed

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





# Using the Mobile Application

The mobile app gives you the ability to:

- Request new services that are covered under your NEMT benefit
- View scheduled services
- View real-time updates from your driver
- Receive notifications about your services
- Cancel services that you no longer need
- Submit gas mileage reimbursement (GMR) claims
- Update your MTM Health contact preferences

## Accessing the MTM Link Member Mobile App

Getting started with MTM Link is simple!

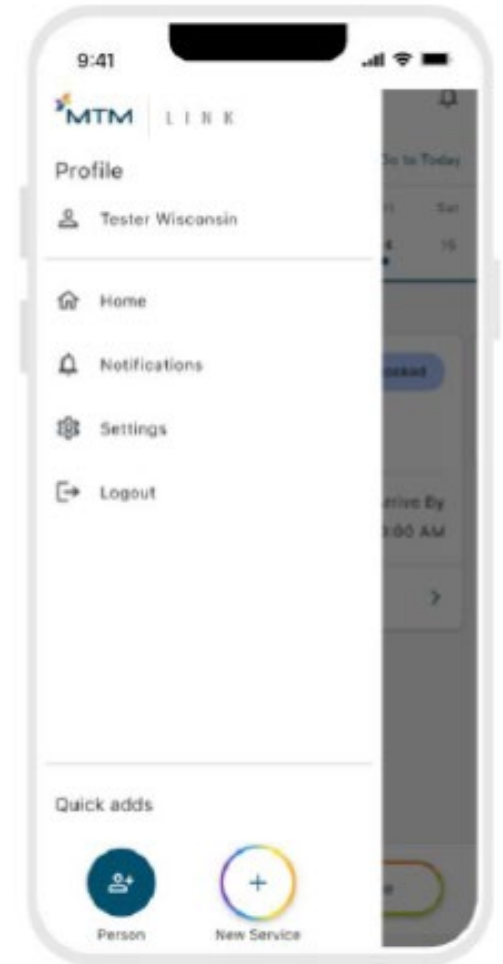
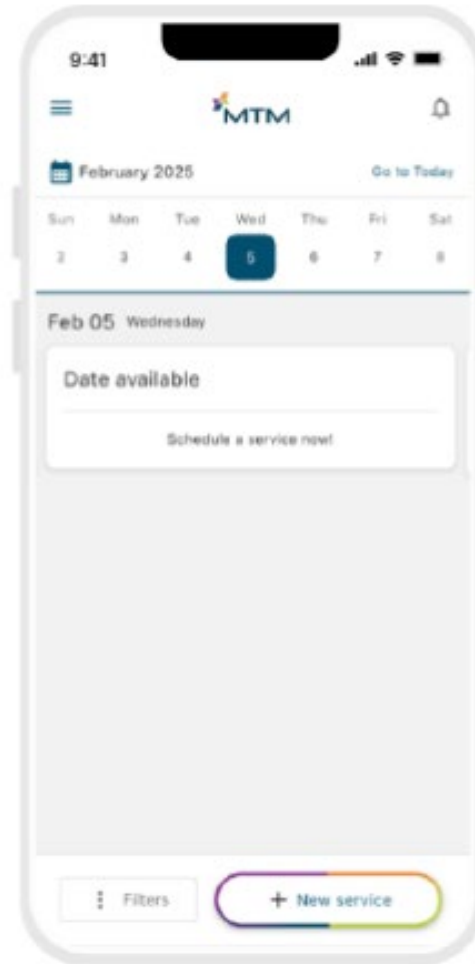
1. Search for “MTM Link Member” in the Google Play Store or the iOS App Store
2. Download the app to your mobile device
3. Register using an email address
4. Log in and get started!



# Using the Mobile Application – New Trip

There are two ways you can schedule a new service:

1. Click the New Service button in the bottom portion of the home screen
2. Click the New Service button located in the main menu





# Using the Mobile Application – New Trip

9:41

< New Service

What day is your service?

February 2025 Go to Today

Sun	Mon	Tue	Wed	Thu	Fri	Sat
26	27	28	29	30	31	1
2	3	4	5	6	7	8
9	10	11	12	13	14	15
16	17	18	19	20	21	22
23	24	25	26	27	28	

Continue

9:41

< Appointments

2/19/2025

Repeating ☐

Appointment 1

Appointment Reason  
Dental Services

Appointment Time  
12:30 PM

Traveling From  
207 N Meridian Ave, Tampa, FL 33602, USA

Traveling To  
114 N 12th St, Tampa, FL 33602, USA

Add Stop

Continue

9:41

< Return Ride

2/19/2025

I don't know a time ☐

Return Time  
1:30 PM

Traveling From  
114 N 12th St, Tampa, FL 33602, USA

Traveling To  
207 N Meridian Ave, Tampa, FL 33602, USA

Continue

9:41

< Summary

Round Trip on 2/19/2025

Appointment Time	Reason
12:30 PM	Dental Services

Pick Up	Dropoff
207 North Meridian Avenue Tampa, FL	114 North 12th Street Tampa, FL

Return Time	Reason
1:30 PM	Return Ride

Pick Up	Dropoff
114 North 12th Street Tampa, FL	207 North Meridian Avenue Tampa, FL

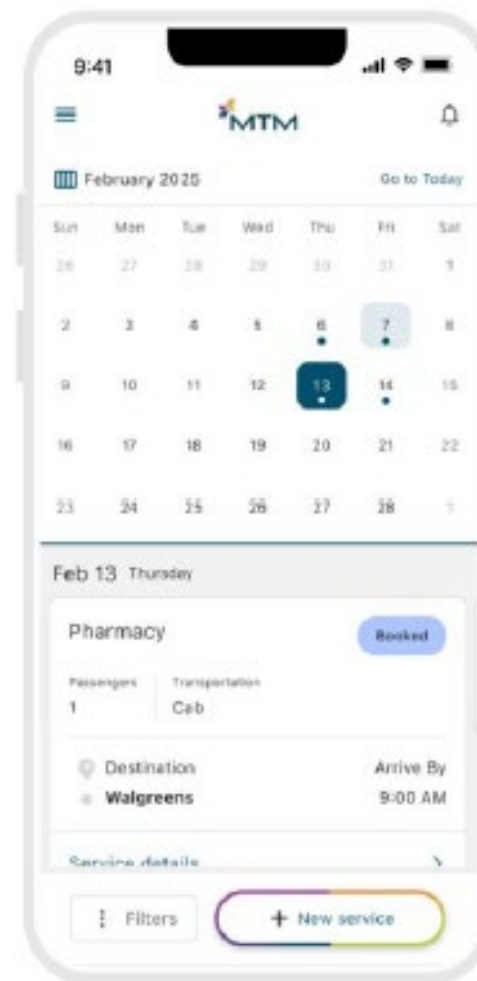
Submit



# Viewing Existing Services

You can also utilize the monthly calendar view to find services on a specific day, as shown in the screen example to the right. Click the calendar icon next to the month and day to switch from weekly to monthly view.

If you have a service scheduled on a specific day, a blue dot will appear under the date. Click on that date to review your scheduled service(s) for that day.

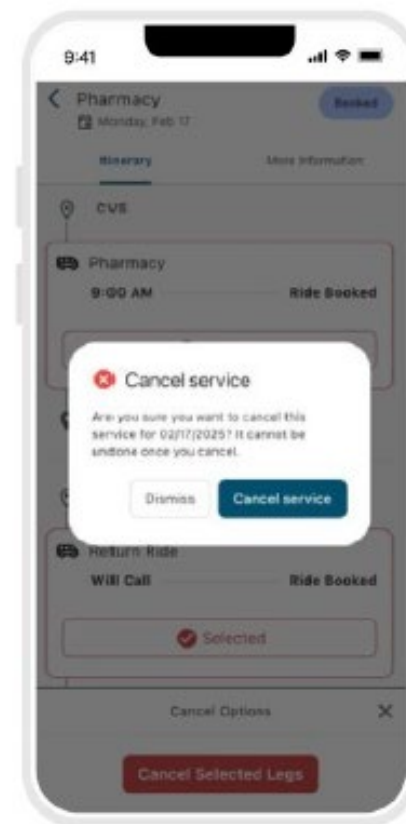
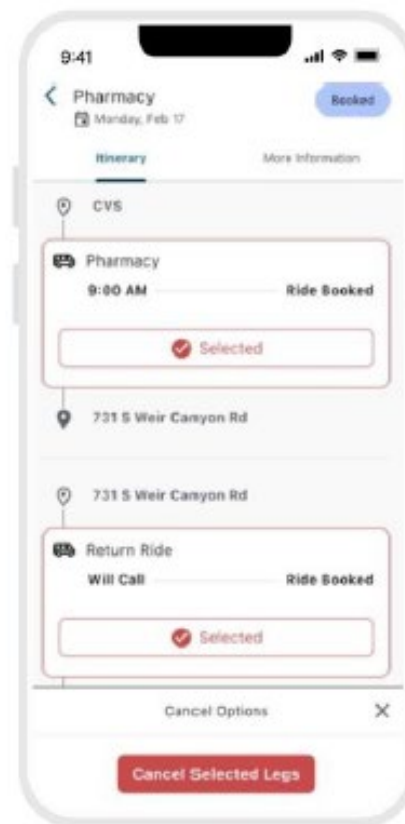
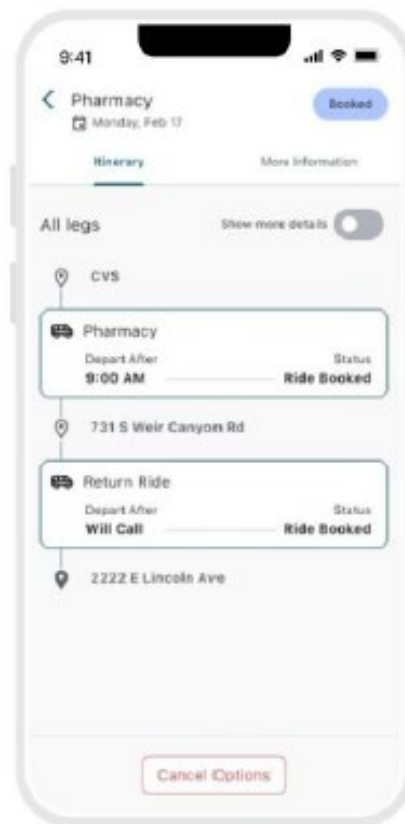






# Cancel Services

If you no longer need a service that is already booked, it's easy to cancel. Choose the service you want to cancel from your list of scheduled services. You can find this under Service Details. Follow the prompts, as shown in the screen examples below. Don't forget to double check if you want to cancel your entire round trip or only one way.





# Summary

- The MTM Link Member application is an *optional* way to schedule transportation.
  - You may always choose to call in to schedule rides.
- The same service is also available online at <https://mtm.mtmlink.net/>
- To schedule rides or change rides via phone call, contact us at:
  - Iowa Total Care: 877-271-4819
  - Molina: 866-849-2062
  - Wellpoint: 844-544-1389
  - Fee-For-Service: 866-572-7662

**Thank you**

**Any Questions?**