

# MTM LINK MEMBER MOBILE APP USER GUIDE

## PLATFORM OVERVIEW

MTM Link gives members tools for managing non-emergency medical transportation (NEMT) services without having to call MTM Health.

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

MTM Health continues to enhance the mobile app by offering more features that make it easier to manage your services!

### 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!

## NAVIGATION OVERVIEW

Here are some helpful tips for navigating the features within the MTM Link member app.

### HOME SCREEN

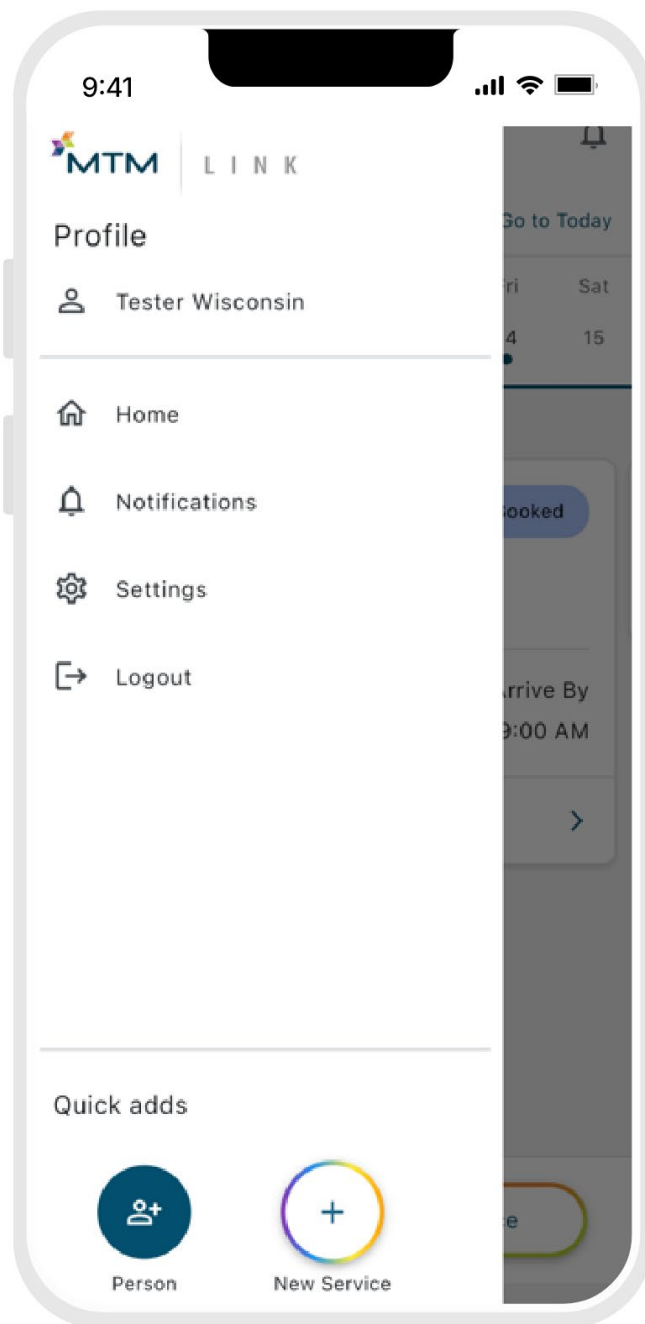
The home screen is the landing page within the app. This is where you can view services and notifications. You can also access the main menu and create new services.



## MAIN MENU

When you open the hamburger option, as shown on the previous page, you will access the main menu. Here you can:

- Return to home to view service details
- View notifications
- Review your settings
- Logout
- Add a user to your account
- Schedule a new service

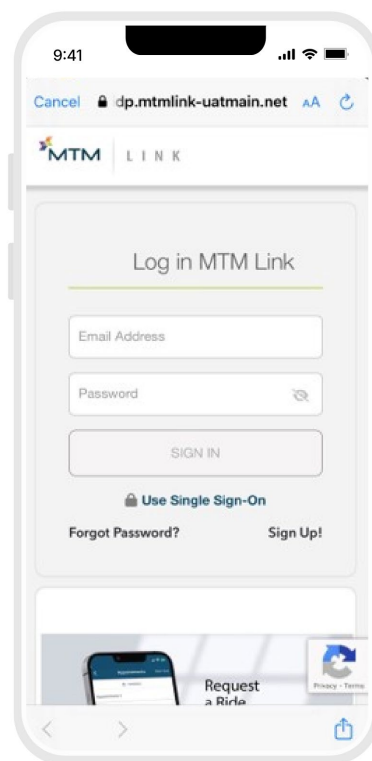
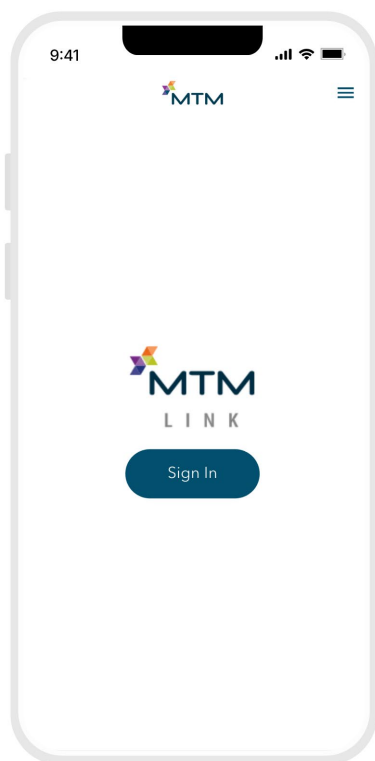


## UTILIZING THE MTM LINK MEMBER MOBILE APP

### REGISTERING FOR AN ACCOUNT

MTM Health keeps member data safe. Only members who are eligible to receive NEMT benefits from MTM Health under one of our covered health plans can access the app.

When you download the app, you will see the sign in screen. Click Sign In to go to the log in page, as shown in the screen examples below.



Click Sign Up to begin the registration process, as shown in the screen examples above. To register for your account, follow these steps:

1. Complete the registration fields using the same information you have on file with your health plan:
  - First name
  - Last name
  - Date of birth
2. Enter two of these three fields:
  - Phone number
  - Zip code
  - Medical ID
3. Select Find Me

The screenshot shows the 'MTM Link Member Registration' form on a mobile device. The form has a title bar with 'Cancel', 'idp.mtmlink-uat.net', and 'AA'. Below the title is the heading 'MTM Link Member Registration'. The main instruction reads: 'Please enter the member's information exactly how it appears on the insurance card.' There are three input fields: 'Member First Name', 'Member Last Name', and 'Member Date of Birth'. Below these is a section titled 'Tell us more about you. Please enter two of the three fields in this section' with three input fields: 'Member Phone Number', 'Member Zip Code', and 'Member Medical ID'. At the bottom right, there is a 'Privacy - Terms' link and a 'Find Me' button.

After you complete these steps, you will receive an email. The email will ask you to complete your registration. From here, you will create your password.

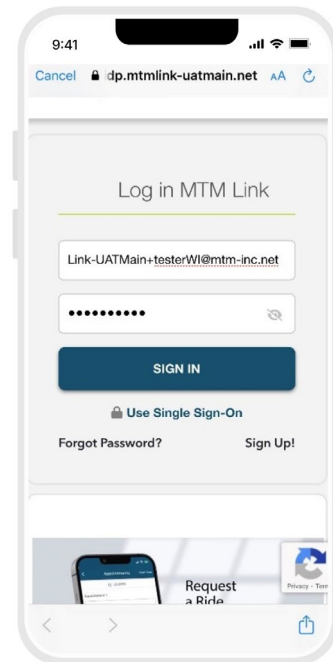
The screenshot shows the 'MTM Link Member Registration' confirmation screen on a mobile device. The title bar is the same as the previous screen. The main heading is 'MTM Link Member Registration'. Below it, a message states: 'An email has been sent to JaneDoe@yopmail.com. Please check your email to complete your registration.' At the bottom, there is a 'Latest News' section with a headline 'An Easier Way to Manage Your Rides is Here: the MTM Link Member Mobile App!' and a sub-headline 'Looking for a way to book and manage your MTM ride straight from your mobile device? MTM Link Member, our new mobile app, is here! Download the app today. The most An Easier Way to Manage Your Rides is Here...'. There is a 'Privacy - Terms' link at the bottom right.

The screenshot shows the 'MTM Link Member Registration' password creation screen on a mobile device. The title bar is the same as the previous screens. The main heading is 'MTM Link Member Registration'. Below it, a message states: 'Your email address has been verified.' Below that, it says 'Please create a password.' There are two input fields for the password, each showing a series of dots. A 'Save' button is located below the input fields. At the bottom right, there is a 'Privacy - Terms' link.

## USING MULTIFACTOR AUTHENTICATION

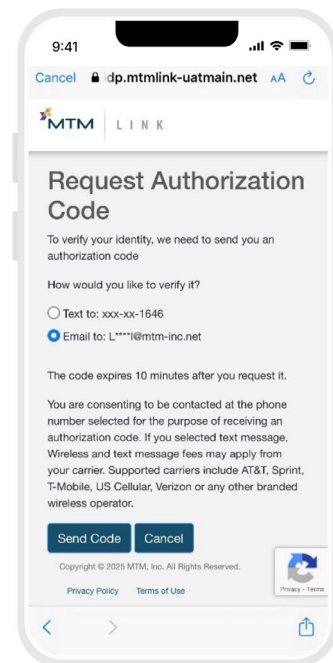
If required by your health plan, MTM uses multifactor authentication (MFA) to log you into the MTM Link Member mobile app. This means you must enter a password and a code to log in. This is to protect your personal data.

After you enter your email and password, click the Sign In button.



You will be asked how you would like to receive a code. You can choose to receive a code via text or email. To receive a code via text message, you must have a cell phone number listed in your MTM Link communication preferences.

Choose how you want to receive a code and hit the Send Code button.



Check your email or text messages for your code. Enter your code in MTM Link. Please note, the code will only be valid for 10 minutes after you request it. You can request a new code after 10 minutes.

9:41  
Cancel dp.mtmlink-uatmain.net AA ↺

MTM LINK

### Enter Authorization Code


Authorization Code  
162137

☐ Remember this device for 30 days

The code expires 10 minutes after you request it.

[Request another authorization code](#)

**Submit** Cancel

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Before hitting the Submit button, you can also choose to select the box that says “Remember this device for 30 days”. This means you will not have to enter another code to log in from this device for 30 days.

Once you enter your code, hit the Submit button. You will now be logged into your MTM Link account.

9:41  
Cancel dp.mtmlink-uatmain.net AA ↺

MTM LINK

### Enter Authorization Code


Authorization Code  
162137

☒ Remember this device for 30 days

The code expires 10 minutes after you request it.

[Request another authorization code](#)

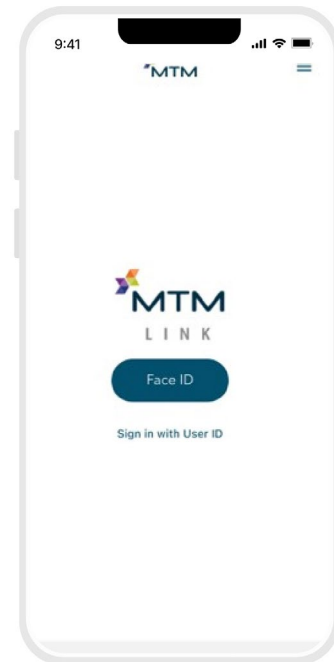
**Submit** Cancel

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[Privacy Policy](#) [Terms of Use](#) 

## ▲ ACTIVATING BIOMETRIC SIGN-IN

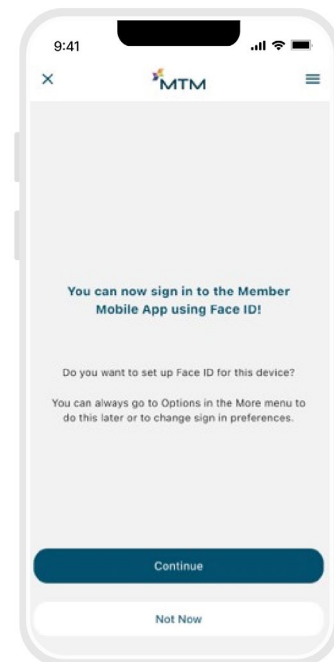
You can also sign in to the MTM Link member app without entering your user ID and password each time using biometric sign-in:

- If you have an Apple device that utilizes iOS, you can sign in using Touch ID or Face ID, depending on what your device supports
- If you have an Android device, you can sign in using your fingerprint



To enable this feature, follow these steps:

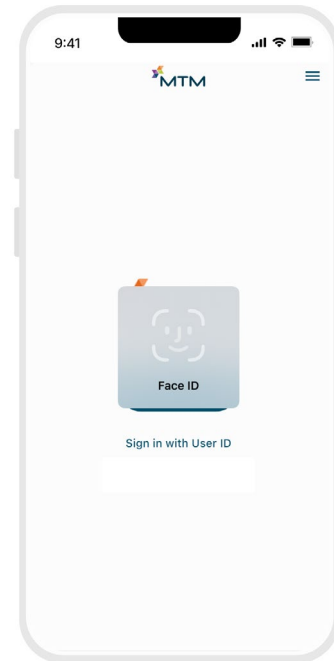
1. First, you must have your biometrics set up in the settings of your mobile device; refer to Apple or Android's instructions for doing so
2. When you sign in to the mobile app for the first time, you'll see a message prompting you to enable biometrics
3. Follow the prompts to enable biometric sign-in



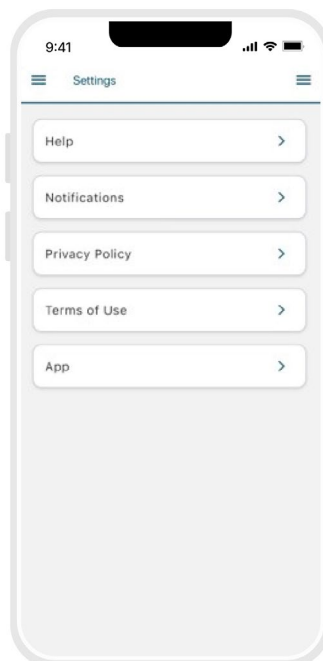
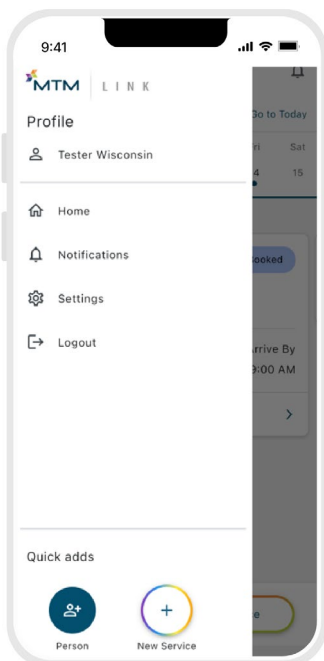




After you enable biometric sign-in, this will be your default sign in option.

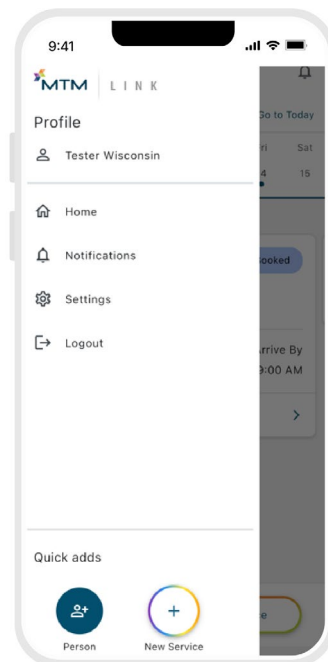


You can opt out of using biometric sign-in. Click the hamburger icon in the upper lefthand corner to access the menu. Select Settings, then the App option. Use the toggle to turn biometric sign-in on or off. You can turn biometric sign-in on or off at any time.

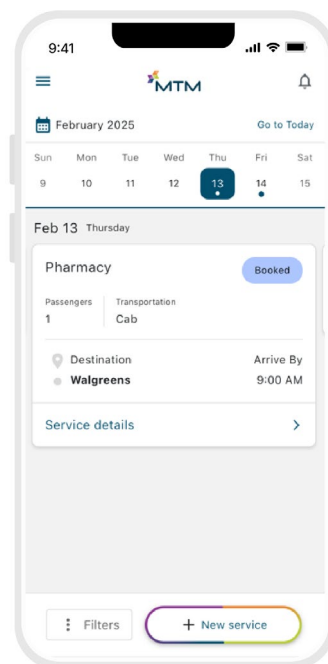


## VIEWING SCHEDULED SERVICES

Once you're logged into the app, you can review your scheduled services. Using the main menu, select the Home option to view your scheduled services.

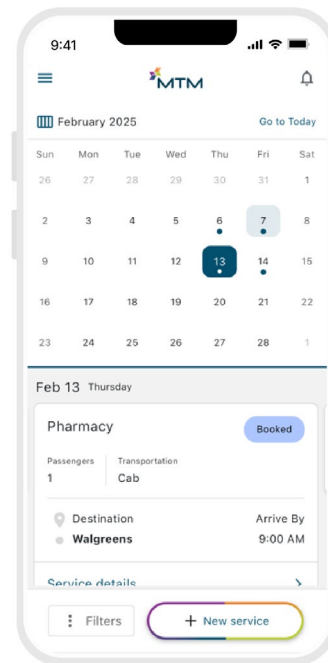


Find your services for today by using the weekly calendar view, as shown in the example to the right. Click the day you would like to view to see your pick-up time, transportation type, and destination. If you click Service Details, you can also see the name of the transportation provider who will pick you up. You will see this information once your transportation provider has been assigned.



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.



## Trip Status Guide

**Pending:** We have received your request. We need to review a few things before we finalize your service. We may ask you to call us. Otherwise, MTM will call you if there are any issues.

**Booked:** We have everything we need and will assign your service to one of our transportation providers.

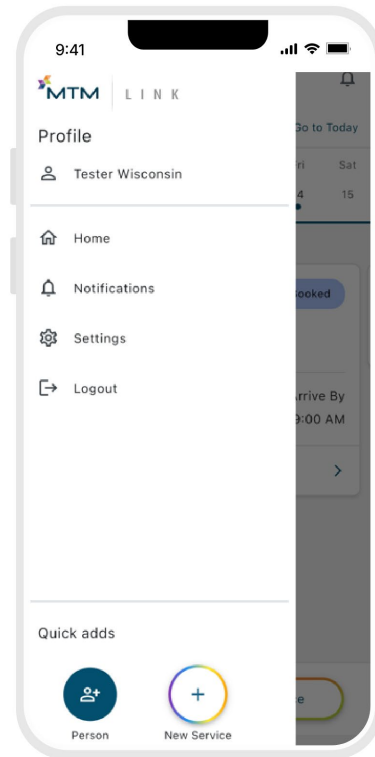
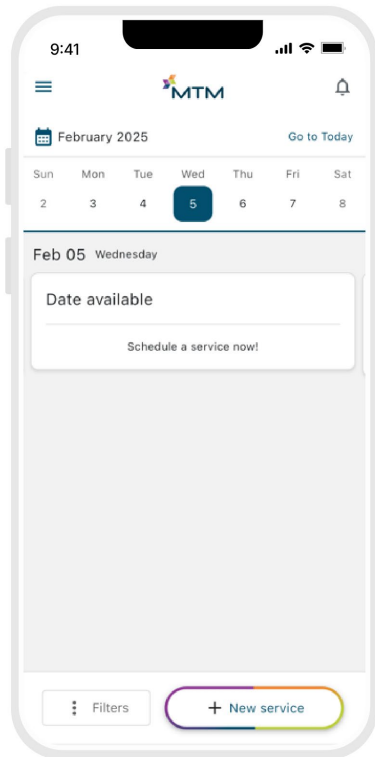
**Confirmed:** We have scheduled your service with one of our transportation providers. You can see which transportation provider will pick you up under the Transportation Provider section.

## SCHEDULING A NEW SERVICE

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

Both options are shown below.



The app will walk you through all the information you need to provide to book your service, as shown in the screen examples below. You can add special requests. This may include additional passengers or wheelchair accommodations. You will also have the option to schedule your service as a repeating service on a daily, weekly, or monthly basis. When booking a service, simply turn on the toggle next to Repeating. The app will prompt you to enter how often you need the service to repeat. It will also ask you to select a start date. You may enter an end date for the series. You may also set the series to end after a certain number of services are completed.

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	1

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

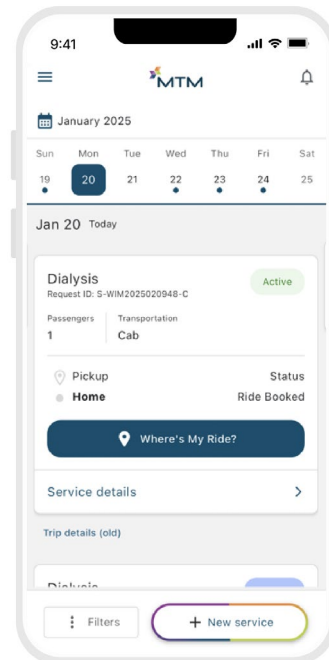
Round Trip on 2/19/2025

Appointment Time 12:30 PM	Reason Dental Services
Pick Up 207 North Meridian Avenue Tampa, FL	Dropoff 114 North 12th Street Tampa, FL
Return Time 1:30 PM	Reason Return Ride
Pick Up 114 North 12th Street Tampa, FL	Dropoff 207 North Meridian Avenue Tampa, FL

Submit

## USING THE 'WHERE'S MY RIDE?' FEATURE

On your home screen while viewing services for today, you will see a button that says Where's My Ride?. Click this button to see the Map View. You can also access this button when you select Service Details.

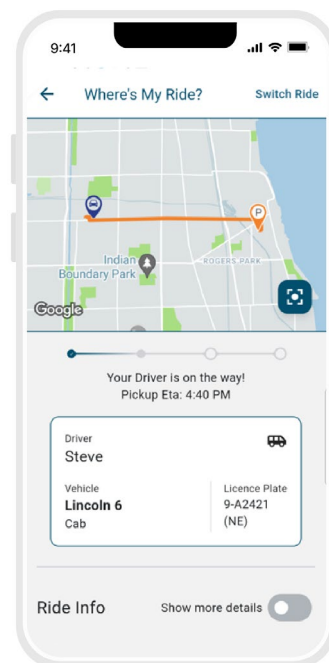


The Map View will show details about your service, such as:

- Service status
- Transportation provider name
- Driver name
- Driver vehicle type
- Driver license plate number
- Estimated time of arrival
- A map that shows your driver's current location

The Map View will update with new data as your driver moves through the service.

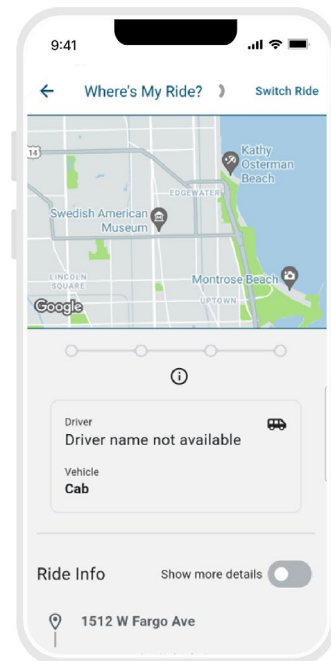
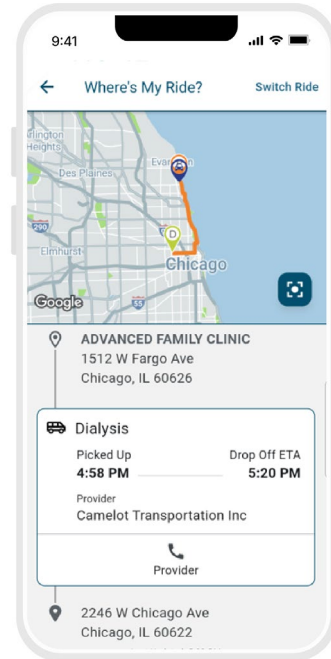
Estimated time of arrival will also show on your Home page.



Click the toggle option next to Ride Info to see more details about your service in the Expanded View, such as:

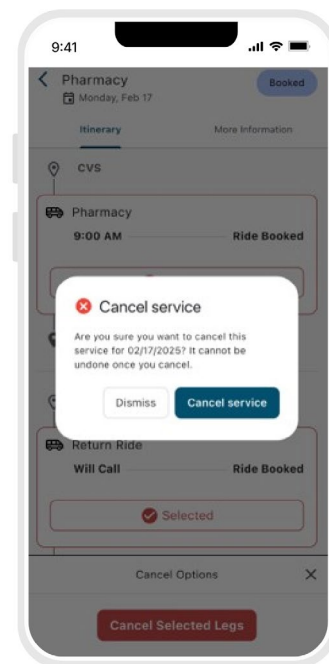
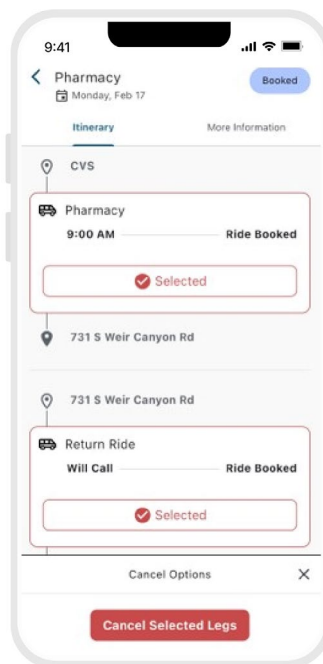
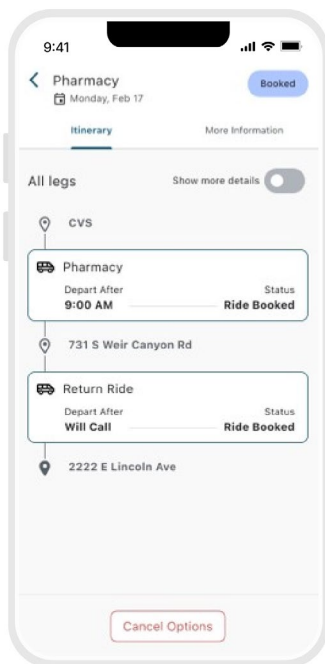
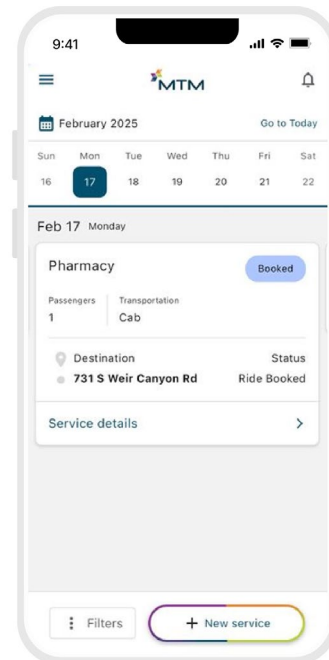
- Pick-up and drop-off addresses
- Medical facility name
- The option to contact your driver

Not all transportation providers share GPS data with MTM. If your driver is not sending data, or if a driver has not yet been assigned, you will see “driver name not available”.



## CANCELLING AN EXISTING SERVICE

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.

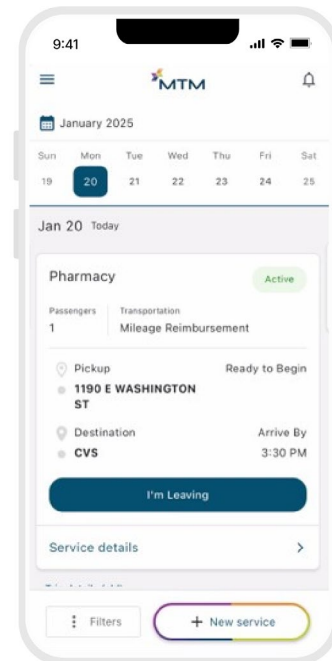




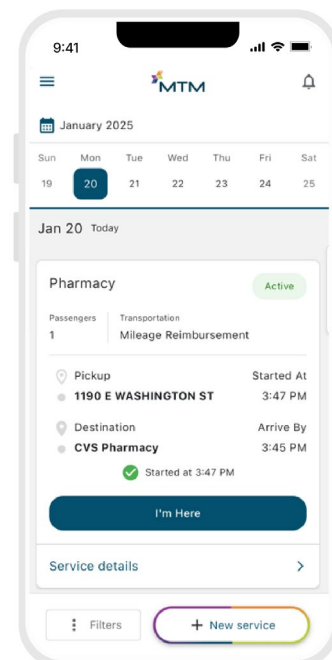
## CLAIMING GAS MILEAGE REIMBURSEMENT (GMR) TRIPS

If your health plan allows GMR, you can submit your claims from the mobile app. This means you do not need to use a paper trip log. You will receive payment quicker. Your claim must be submitted on the day of your valid GMR service. You can only submit a full claim. You cannot submit a partial claim.

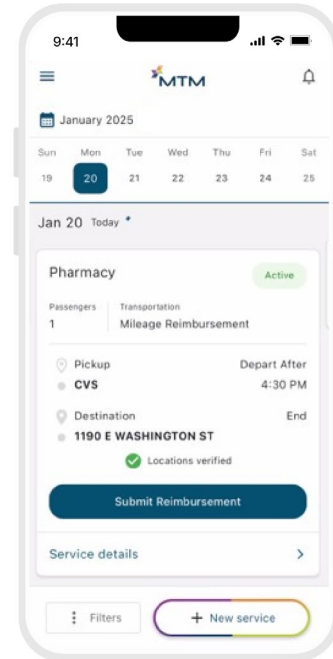
When you begin your trip from your starting address, click I'm Leaving. You can find this under Home when you click Service Details. You must click this button to begin your trip.



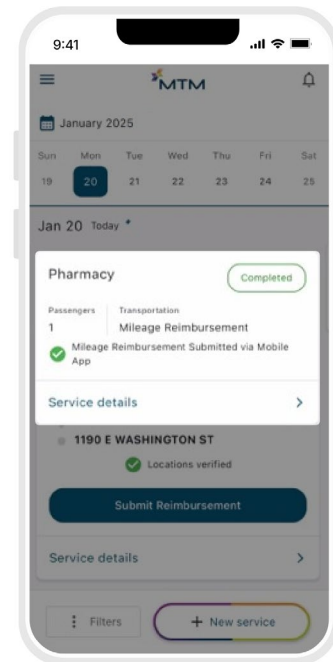
When you arrive at your doctor, click the I'm Here button. This will collect your location information. You must end the trip using the same mobile device you used to start the trip. If you use a different device, you will receive an error message that says we cannot process your request.

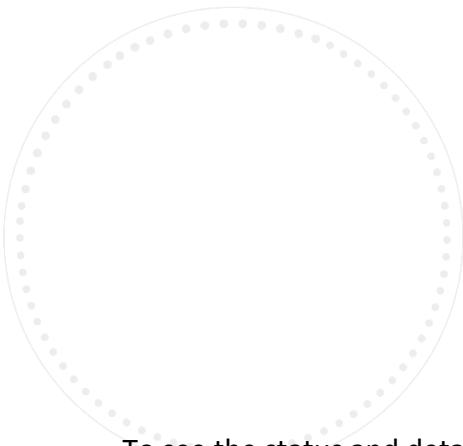


MTM Link will make sure your location matches your doctor's address. You will see a message that says 'Location Verified.' If your location does not match, you will see a message that says we could not verify your location.

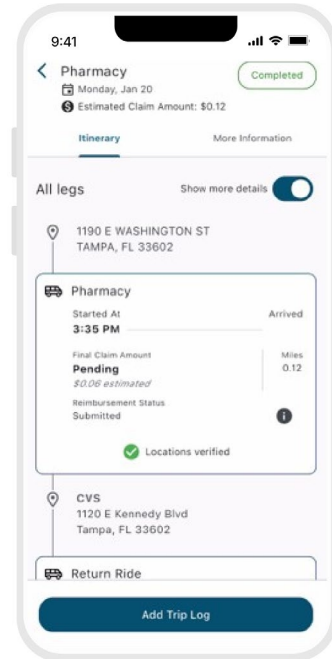


Click the Submit Reimbursement button after the location has been verified for all legs of your service. You will see a message that your claim was submitted.

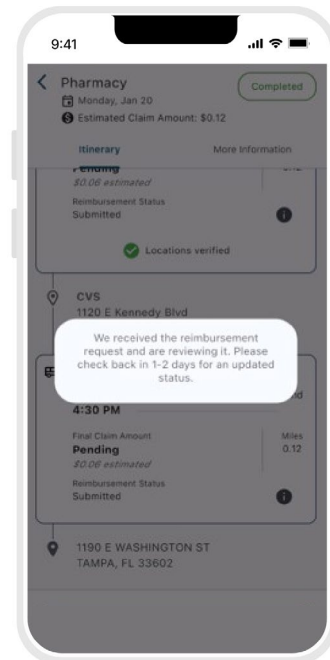




To see the status and details of your claim, click on the Service Details view from your Home screen



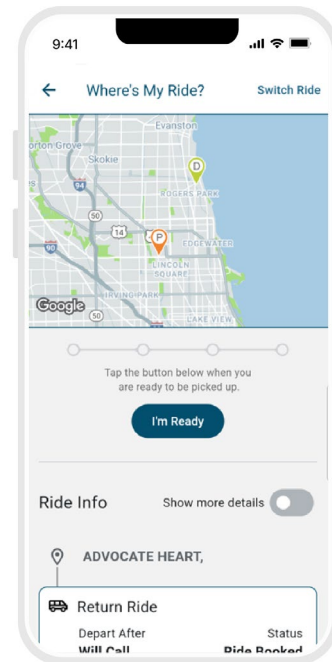
Click the “i” icon next to Reimbursement Status. This will show more details about your claim. Please note, you must submit your claim the day of your trip. You cannot submit it via the mobile app after that day. You will need to complete a paper trip log.



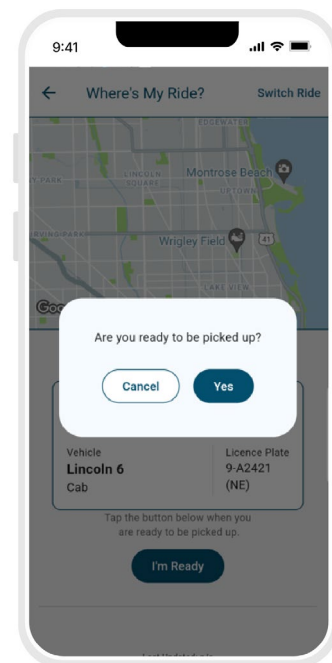
## USING WILL CALL READY NOW FUNCTIONALITY

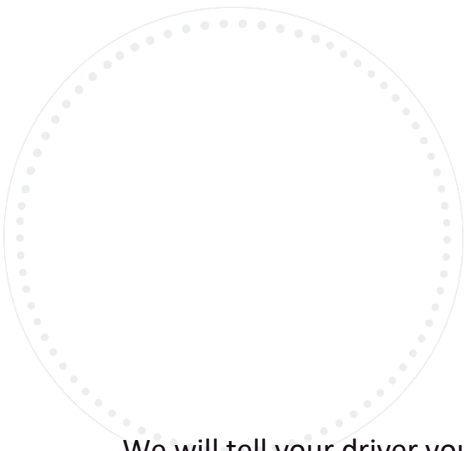
If you did not know the end time of your appointment when you scheduled your service, you can tell MTM when you are ready for pick-up via the app.

When you are ready to return home, navigate to the Service Details or Where's My Ride screen for your service. Click the I'm Ready button to begin your pick up.

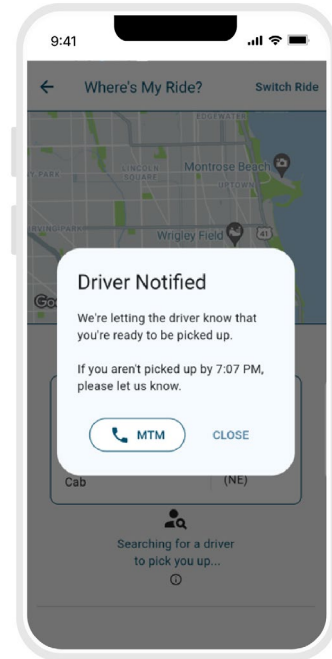


You will see a message asking if you are ready for pick up. Click yes if you are ready. If you are not ready, click cancel.

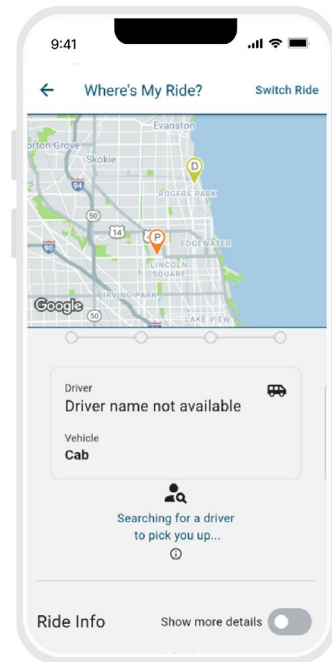




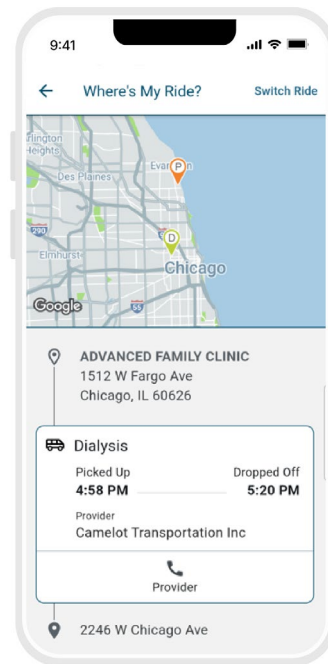
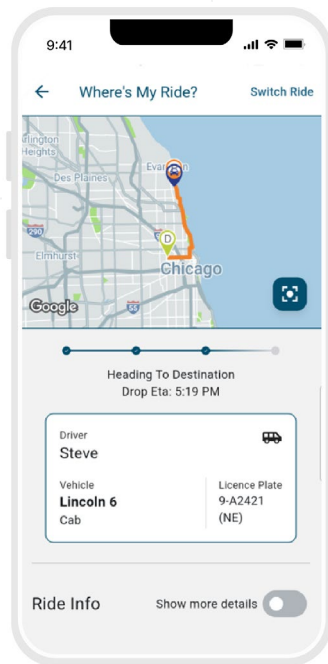
We will tell your driver you are ready for pick up. If a driver has not yet been assigned, we will search for one. You will see a message stating this. Click the button with the phone icon to call MTM if you have not been picked up within one hour.



You can track your driver's location. If your service has not yet been assigned, you will see a message stating that we are looking for a driver. Call MTM if you have questions.

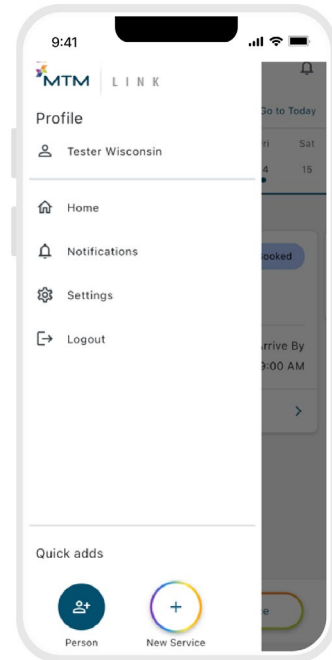


Once your service has been assigned, you will see your driver's location and estimated pick-up time. Click the button with the phone icon to call your provider directly.

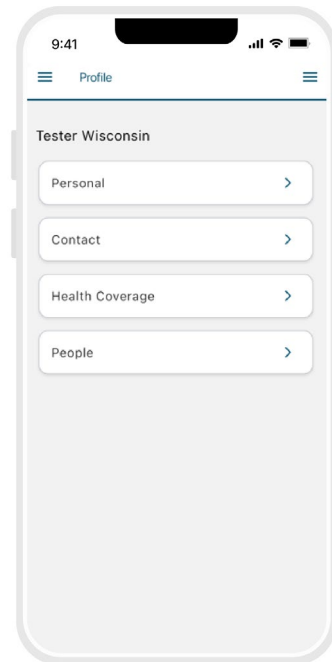


## ▲ UPDATING YOUR MEMBER PROFILE

Click the hamburger button in the upper lefthand corner of your Home screen to access the main menu. Click your name in the menu to access your profile.



Click on Personal to view your profile details.



Information displayed in your profile includes your name, date of birth, age, gender, primary language, and address information. You can also save information about wheelchair use to your profile. Under Assistive Devices, turn on the toggle for “Do you have a wheelchair?” See screen example to the right.

9:41

< Personal

**Basic information**

Name  
Tester Wisconsin

Date of Birth  
01/01/1990 (Age 35)

Gender  
F

Primary Language  
English

**Addresses**

Physical Address  
700 W COLLEGE AVE  
APPLETON, WI  
54914

Mailing Address  
700 W COLLEGE AVE  
APPLETON, WI  
54914

**Assistive devices**

Do you have a wheelchair ?  
☐ No

If you click on Contact from the Profile menu, you can update your contact information. You can also use the toggles to update your contact and alert preferences.

9:41

< Contact

**Phone**

Primary phone number  
(123) 456-7890

**Contact Method**

☒ Phone Call

☒ Text Message

**Types of Alerts**

☒ Informative  
Stay updated with information specific to your rides

☒ Promotional  
Opt-in to surveys and updates from MTM

**Email**

Primary email address  
wisconsinintestertuamain@yopmail.com

**Types of Alerts**

☒ Informative  
Stay updated with information specific to your rides

☒ Promotional  
Opt-in to surveys and updates from MTM

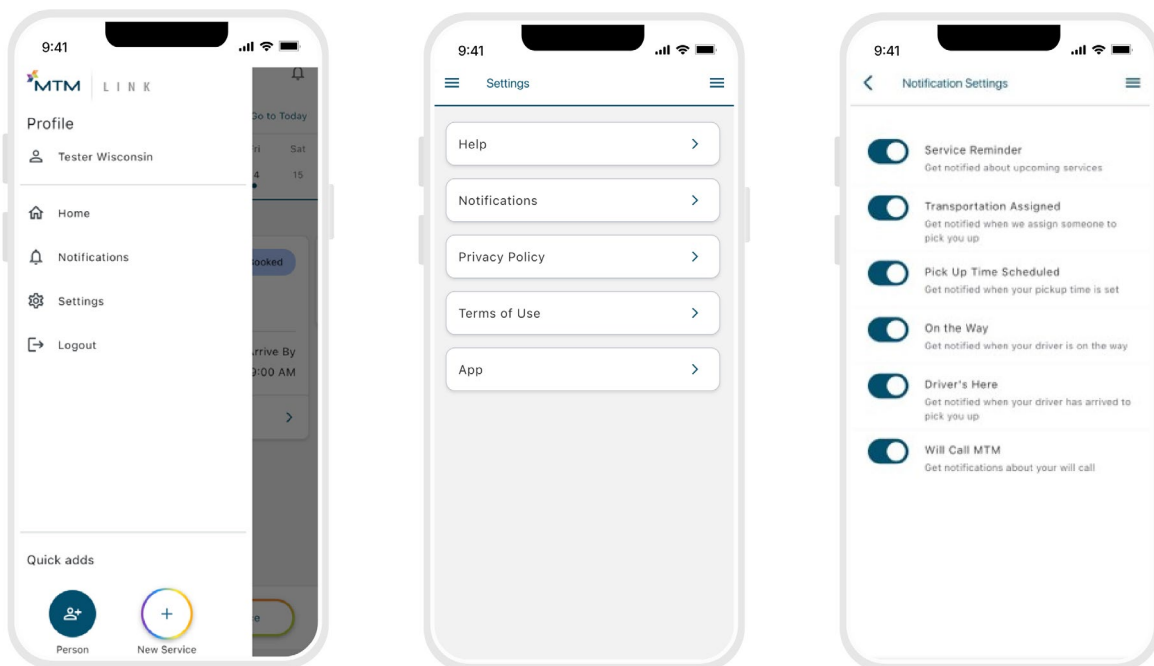


## PUSH NOTIFICATIONS

MTM Link will send you push notifications. If you do not wish to receive push notifications, you can turn them off. From the main menu, navigate to Settings. Then click Notifications. Here you can tell us what kind of alerts you would like to receive.

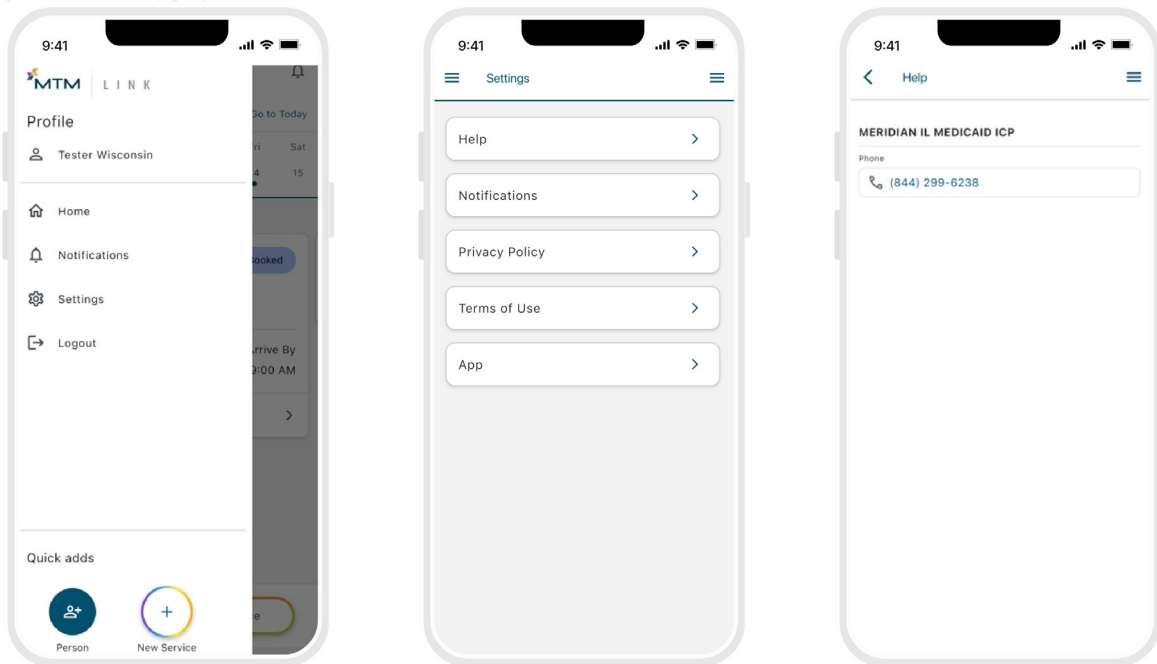
Available push notifications include:

- **Service Reminder:** Sent the day before a scheduled service
- **Transportation Assigned:** Sent once a transportation provider is assigned to your service
- **Pick Up Time Scheduled:** Sent when a pick-up time is scheduled
- **On the Way:** Sent when a driver has indicated that they are on their way to pick you up
- **Driver's Here:** Sent when your driver arrives to pick you up
- **Will Call:** Sent when there are updates to your will call trip



## ▲ ACCESSING TECHNICAL ASSISTANCE

If you have questions about the MTM Link member app, need help booking a service, or would prefer to book your service with a live Customer Care Representative, we are here to help! From the main menu, select Settings. Then select Help. This will display the phone number to call for your health plan, as shown in the screen examples below.



For technical assistance using the app, you can also call our Navigator Line at 888-597-1189. This line is manned by representatives trained to assist you in using the MTM Link Member mobile app.

## FREQUENTLY ASKED QUESTIONS

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### Why am I only seeing some transportation mode types?

The most appropriate modes for you are determined based upon existing standards and system logic. Those modes are shown in a list for you to choose from when booking a service. If you need a mode that is not available for selection, you need to contact MTM.

### Can I view and request services for multiple family members with a single MTM Link account?

No. Currently each member needs their own account. In the future, we plan to enable members to view and request services for additional family members.

### If I have a recurring appointment, can I set a recurring service through the MTM Link Member mobile app?

Yes. When you use MTM Link to schedule a service, you can schedule it as a recurring or repeating service. This is when you need to go to the same place on a regular basis. This could be daily, weekly, or monthly. When booking a service, simply select the option to make your service repeating. MTM Link will prompt you to enter how often you need the service to repeat. It will also ask you to select a start date. You may enter an end date for the series. You may also set the series to end after a certain number of services are completed. Once the series is booked, you will see confirmation of each occurrence. You will also have the ability to cancel your repeating series one service at a time if you need.

### Can an employee at a medical facility or health plan use the MTM Link Member mobile app to request and view services on behalf of members?

Yes. Email [CO@mtm-inc.net](mailto:CO@mtm-inc.net) for more information.

### If I request or cancel a service with an MTM Customer Care Representative or via IVA, will those services be visible in my MTM Link account?

Yes. You can view all of your services in the MTM Link Member mobile app regardless of how they were requested or cancelled.

### Why don't I see any updates in the Map View when I click 'Where's My Ride?'

The Map View only displays updates when a transportation provider sends MTM GPS data. Not all transportation providers send that data. We are working to increase the number of providers that do.