



# Important Update: Non-Emergency Medical Transportation Provider Change

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This month, **Access2Care** will move to the **MTM Health** name and brand. Dell Children's Health Plan's non-emergency medical transportation (NEMT) program will also begin using the MTM Health ride scheduling and mileage reimbursement systems.

**You will still call the same number at 1-844-867-2742 (TTY 7-1-1) to book rides or ask questions.**

MTM Health will continue to work with the same transportation providers as Access2Care and the trips you previously booked with Access2Care will transfer over to MTM Health. You do not need to take any action at this time. Continue scheduling rides as you do today.

## **The Access2Care Mobile app is retiring**

The **Access2Care mobile app will no longer work**. If you use this tool to manage your rides or would like to utilize an online or mobile application to manage your transportation requests, you will need to move to a new tool called MTM Link.

### **You can use MTM Link:**

- On your phone by downloading the MTM Link app
- On your computer using the [MTM Link Member Portal](#)

### **The MTM Link app gives you the availability 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

### **The MTM Link Member Portal gives you the ability to:**

- Request new services that are covered under your NEMT benefit
- View scheduled services
- Cancel services that are no longer needed
- Update your MTM Health contact preferences

## How can I start using MTM Link?

You will need to register your MTM Link account. [Click here to begin the simple sign-up process.](#) Once you access this link, click the button that says "Sign Up!" to begin the process.

## Download the MTM Link app for free

- [Click here to get it on the Apple Store](#)
- [Click here to get it on Google Play](#)

For more information, visit [mtm-inc.net/mtm-link-a2c-intro](http://mtm-inc.net/mtm-link-a2c-intro) where you can access links to the MTM Link Member Portal, download the MTM Link app for iOS and Android and access the user guides.

## Changes to the Individual Transportation Participant (ITP) process for Gas Mileage Reimbursement

If you are using an approved ITP you will not need to re-apply. You can submit mileage reimbursement (ITP) claims directly through the MTM Link app, but you can also continue to use a paper trip log and send that trip log to MTM Health using one of the following methods:

**By Mail:** MTM Health  
Attn: ITP Claims  
16 Hawk Ridge Circle  
Lake St. Louis, MO 63367

**By Email:** [txgmr@mtm-inc.net](mailto:txgmr@mtm-inc.net)

**By Fax:** 1-888-407-0936

MTM Health will provide mileage reimbursement through a reloadable debit card issued by U.S. Bank. Your reimbursement funds will be loaded onto this card and you will have the ability to withdraw funds, add personal funds and track your balance and spending online through the U.S. Bank mobile app or by calling the U.S. Bank toll-free customer service line. A welcome letter with more details will be mailed to you with your U.S. Bank Focus Card when it is issued.

You can also request that your reimbursements be issued via check or direct deposit by contacting MTM Health by calling at **1-844-867-2742 (TTY 7-1-1)**.

If you have any other questions, please call Member Services at **1-855-921-6284 (TTY 7-1-1)**.