MTM Link Facility Portal Training

Edited on 05/15/2020

Course Objectives

After this course you will know how to:
- View and work with facility, member and trip information
- Schedule single trip requests
- Review, schedule and extend recurring trips
- Troubleshoot basic issues

MTM

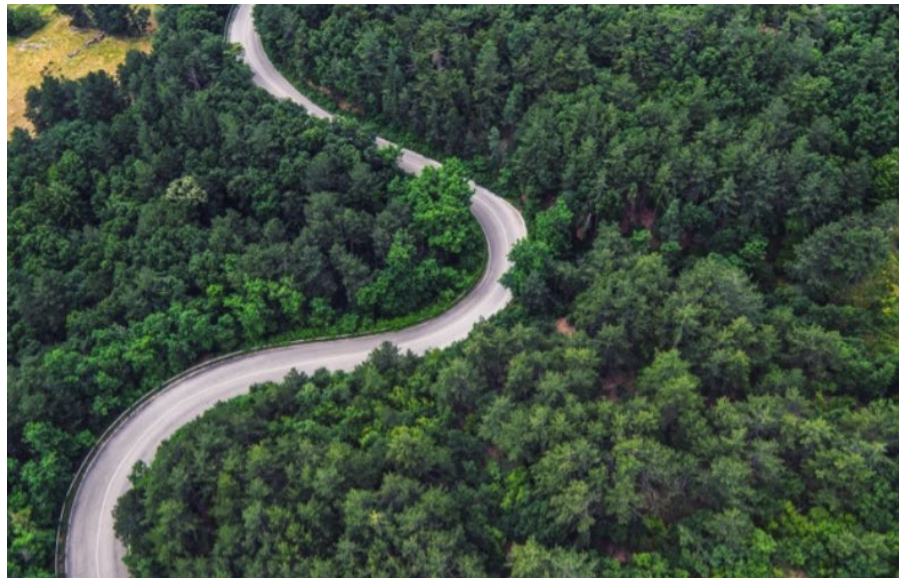# General Information

IMPORTANT NOTICE

- Routine trips entered into MTM Link Portal should be scheduled by 3 business days prior to the appointment

- Urgent and short notice trips under 3 business days should be called into MTM

Credentials

- User credentials (Username and Password) will be provided by MTM's Community Outreach Trainer upon request

- Information required to create new user credentials:
  - First and last name
  - E-mail address with facility domain
  - Affiliated facility name and location

MTM

Navigation

- Using Google Chrome, type in the following URL address to navigate to the MTM Link Portal login page: www.mtmlink.net
  - Enter Username and Password to Sign In

Daily View

Daily View

- Once logged in, users will see a **Daily View** of all trips going to/from their facility
  - Daily View can be exported and printed
- From this screen users can :
  - View trips or recurring reservations by selecting the appropriate tab at the top
  - View how many trips are scheduled for a specific day
  - Export or download a list of daily trips
  - Create a custom search by selecting and filtering specific criteria
  - Cancel a member's trip
  - Request a new trip
  - Access to extend a recurring reservation

Recurring Reservations cannot be exported or cancelled in MTM Link Portal
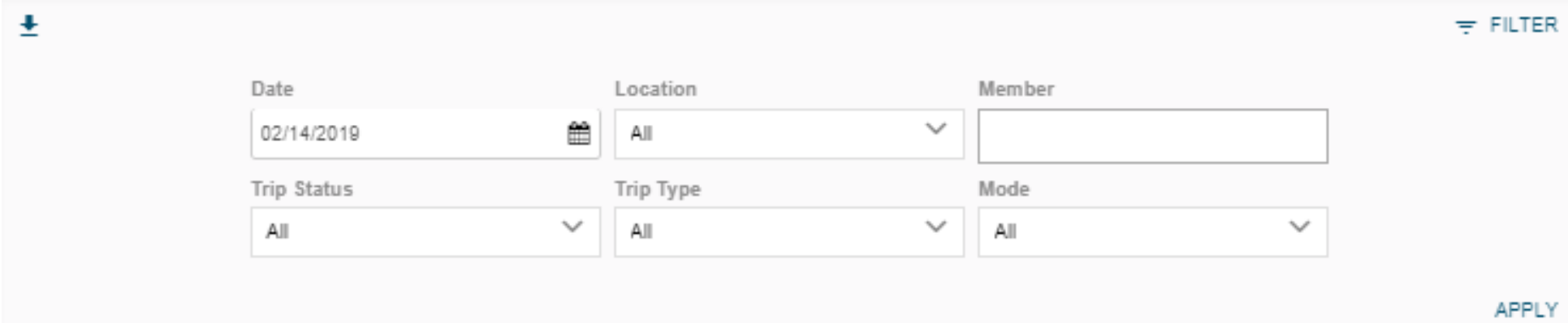
Daily View

Downloading/Exporting Trips

• Click the down arrow and trips will export to an Excel spreadsheet
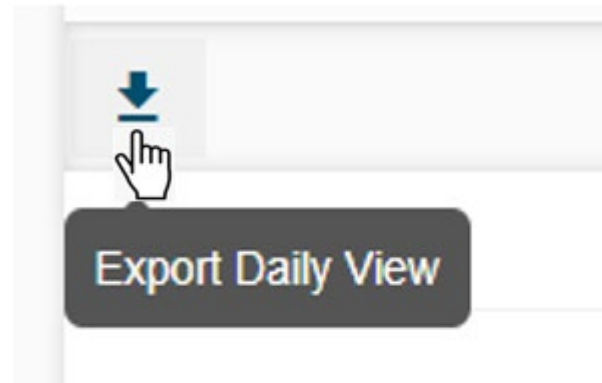
Filtering Trips

- By clicking on the FILTER icon, users can adjust search criteria by date, location, member (last name), trip status, trip type or mode
    - You can enter information in more than one field
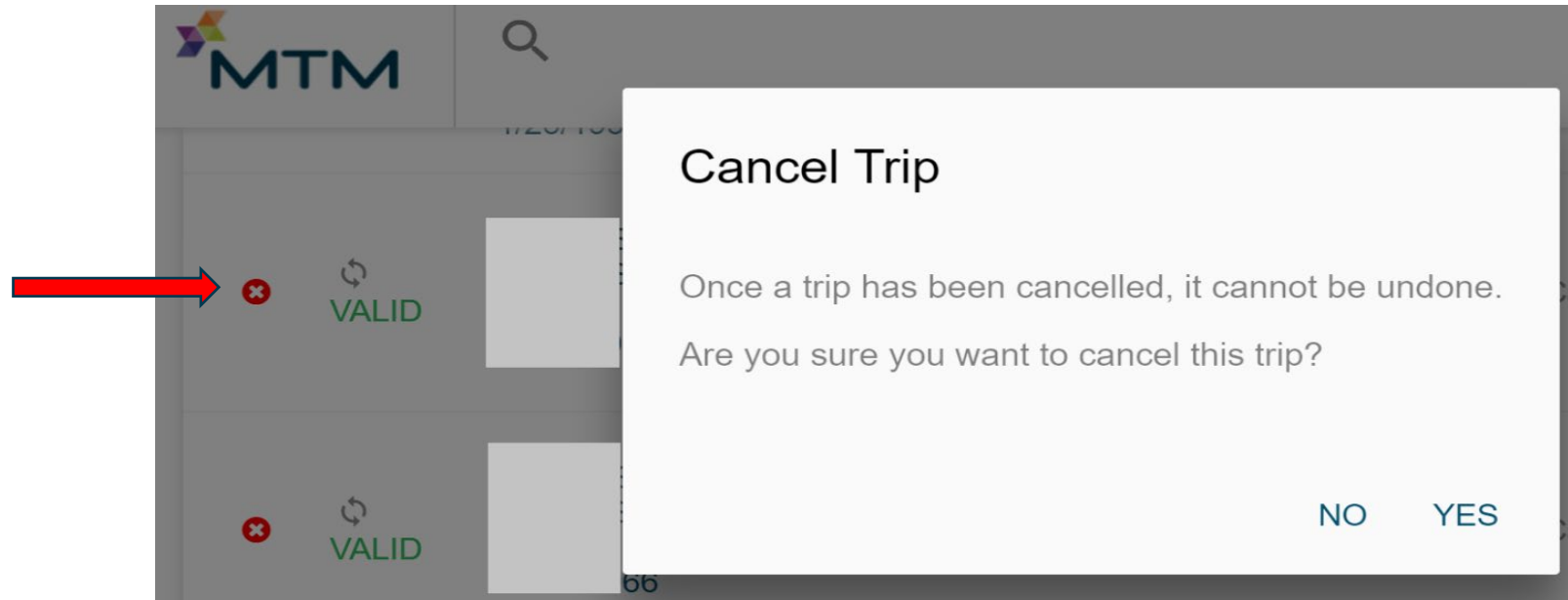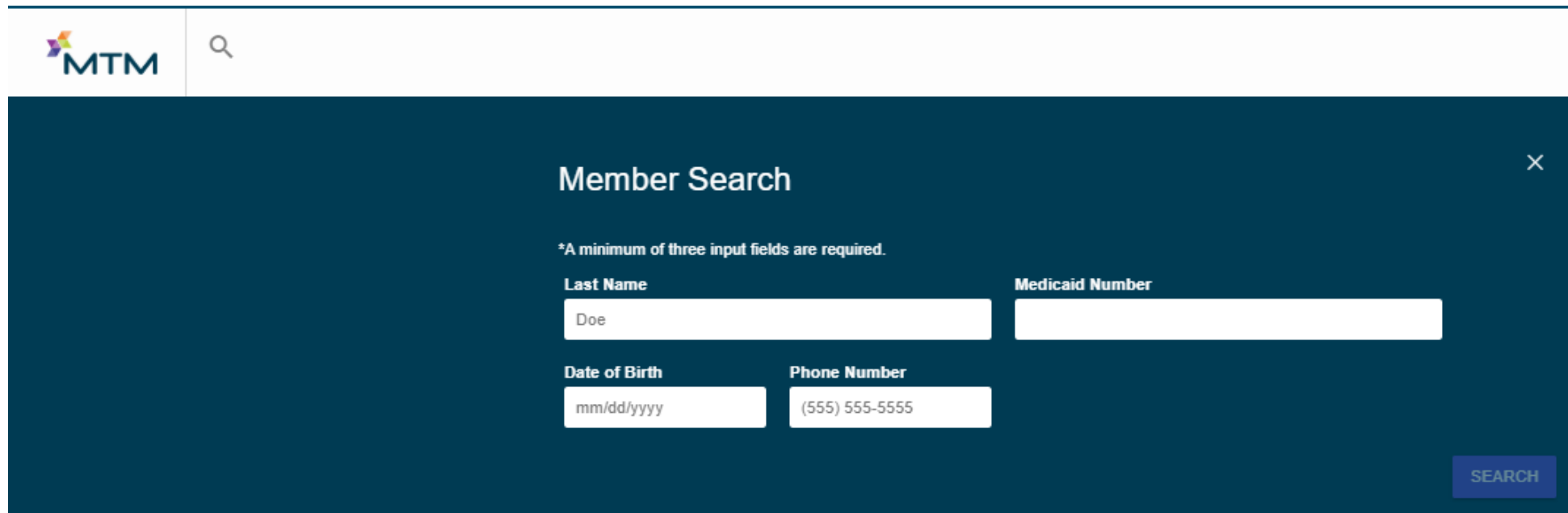   - Once desired search criteria has been entered, click **APPLY**

Cancelling Trips

- Click the red **X** to the far left of the trip leg you would like to cancel
  - Notification box will appear asking for confirmation of the cancellation
  - Cancel both Arrival and Departure legs to cancel entire trip
  - Day of cancelations must be called into MTM

Member Search

- To view a specific member's trips, click on the magnifying glass at the top left of the screen

- Enter in a minimum of 3 input fields and click **SEARCH**

Member Details

- To view Member Details, click on member's name

Status	Member	Location	Mode	Provider
VALID	Test TestLastName D.O.B: 1/1/1978	Arrival: 23351 SW 112th Ave, Homestead, FL	Mileage Reimbursement	WELLCARE FL MILEAGE MEDICAID Z049LAD3T0A ph: (727) 266-4971 ext:
Cancel	Test TestLastName D.O.B: 1/1/1978	23351 SW 112th Ave, Homestead, FL	Cab	PROVIDER PENDING Z049L3AH50B
VALID	Test TestLastName D.O.B: 1/1/1978	Arrival: 23351 SW 112th Ave, Homestead, FL	Mileage Reimbursement	WELLCARE FL MILEAGE MEDICAID Z049L92T50A ph: (727) 266-4971 ext:
VALID	Test TestLastName D.O.B: 1/1/1978	Departure: 23351 SW 112th Ave, Homestead, FL	Mileage Reimbursement	WELLCARE FL MILEAGE MEDICAID Z049LAD3T0B ph: (727) 266-4971 ext:

MTM

Member Details

- Member details will show:
  - Member Information
  - Single trips
  - Recurring Reservations

Trip Details

- To view Trip Details, click on location

Status	Member	Location	Mode	Provider
VALID	Test TestLastName D.O.B: 1/1/1978	Arrival: 23351 SW 112th Ave, Homestead, FL	Mileage Reimbursement	WELLCARE FL MILEAGE MEDICAID Z049LAD3T0A ph: (727) 266-4971 ext:
Cancel	Test TestLastName D.O.B: 1/1/1978	23351 SW 112th Ave, Homestead, FL	Cab	PROVIDER PENDING Z049L3AH50B
VALID	Test TestLastName D.O.B: 1/1/1978	Arrival: 23351 SW 112th Ave, Homestead, FL	Mileage Reimbursement	WELLCARE FL MILEAGE MEDICAID Z049L92T50A ph: (727) 266-4971 ext:
VALID	Test TestLastName D.O.B: 1/1/1978	Departure: 23351 SW 112th Ave, Homestead, FL	Mileage Reimbursement	WELLCARE FL MILEAGE MEDICAID Z049LAD3T0B ph: (727) 266-4971 ext:

Trip Details

- Trip Details will show:
  - Trip Information
  - Vehicle Information
  - Pickup and Drop off information
  - Map of estimated route

Map View

- Clicking the MAP icon will show estimated route details

Renew Recurring Reservation

- From Daily View click on **Recurring Reservations** tab
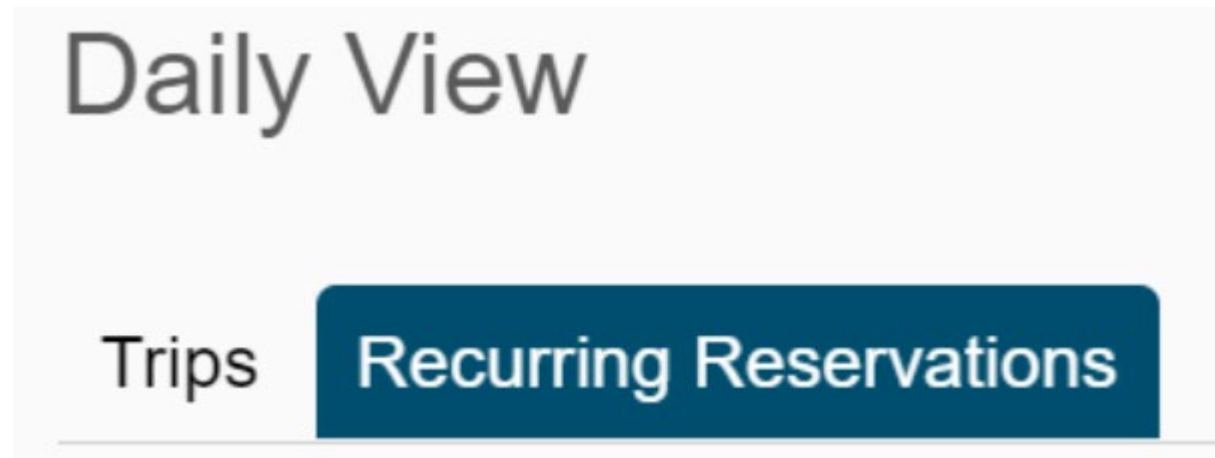
Renew Recurring Reservation

- Click on member's **Reservation ID** number (trip Status must be VALID)

Renew Recurring Reservation

- Review Recurring Reservation Details for accuracy
- Once confirmed, click on **Renew Recurrence**
  - If any details need to change, call MTM or submit a new trip request

Renew Recurring Reservation

- Renew Recurring Reservation box will appear
- Enter appropriate start and end dates
- Check-mark box to verify the recurring reservation and click **SUBMIT**

Renew Recurring Reservation

Tell us when the new recurrence should start and end. We will copy everything else about this recurring reservation!

Start Date
04/02/2020

End Date
04/22/2020

☑ I verify this member will need rides until 04/22/2020.

SUBMIT

MTM
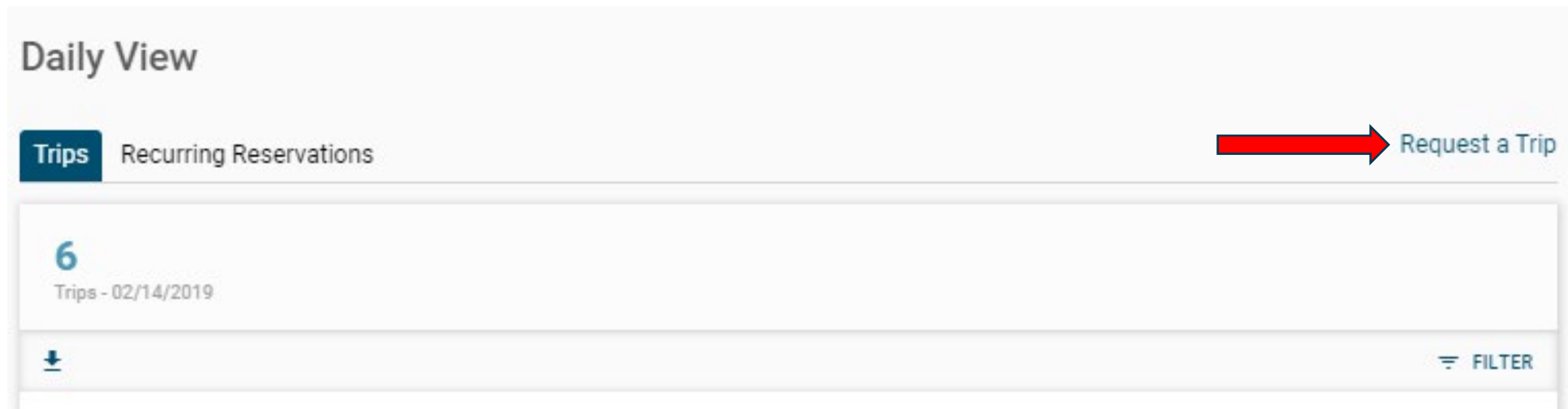
Scheduling Trips

Scheduling Single Trips

- From the Daily View page, click **Request a Trip**

Scheduling Single Trips

- To schedule a trip, you will navigate through 4 tabs:
  - Customer Information
  - Trip Information
  - Special Needs
  - Summary
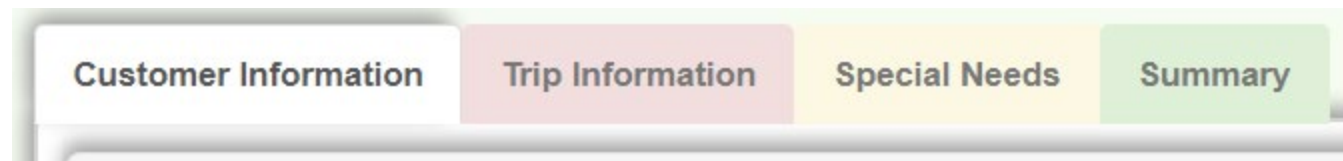
Customer Information

- Enter member's first and last name, phone number and date of birth

- Enter first and last name and phone number of individual to contact in case there are questions

- Click the forward arrow to move to the Trip Information tab

Trip Information

- Enter appointment date and time (military time)
- Enter **Pick-up Address** and **Drop-off Address** for the ride to appointment
- Click **Add Return Ride** if member will need a return ride home after the appointment
- Confirm **Pick-Up Address** and **Drop-off Address** are correct in return ride by toggling between the tabs; edit information as needed
- Enter a **Return Time** for return ride
  - If return time is unknown, check-mark **Will Call** box and enter an estimated return time

Trip Information

Scheduling Recurring Trips

- Under Trip Information tab select **Repeat Trip**
  - Confirm recurring trip by selecting **Yes**, then **OK**

Repeat Trip

Appointment Recurrence

Confirm Recurring Trip:

| No | Yes |

OK   Cancel

MTM

Scheduling Recurring Trips

- Enter appointment recurrence information and click **OK**
  - Start date will automatically default to first date of appointment
  - Dialysis recurring trips can be set for a maximum of 6 months and all other recurring trips can be set for a maximum of 3 months
  - Recurring trip information will appear on the trip Summary tab

Additional Passengers

- Click **Add Passenger(s)**, then click on green plus sign

- Enter passenger details and click **Save**
  - If passenger has appointment at the same location, check-mark **Has Appointment** box and enter Medical ID number if it is known
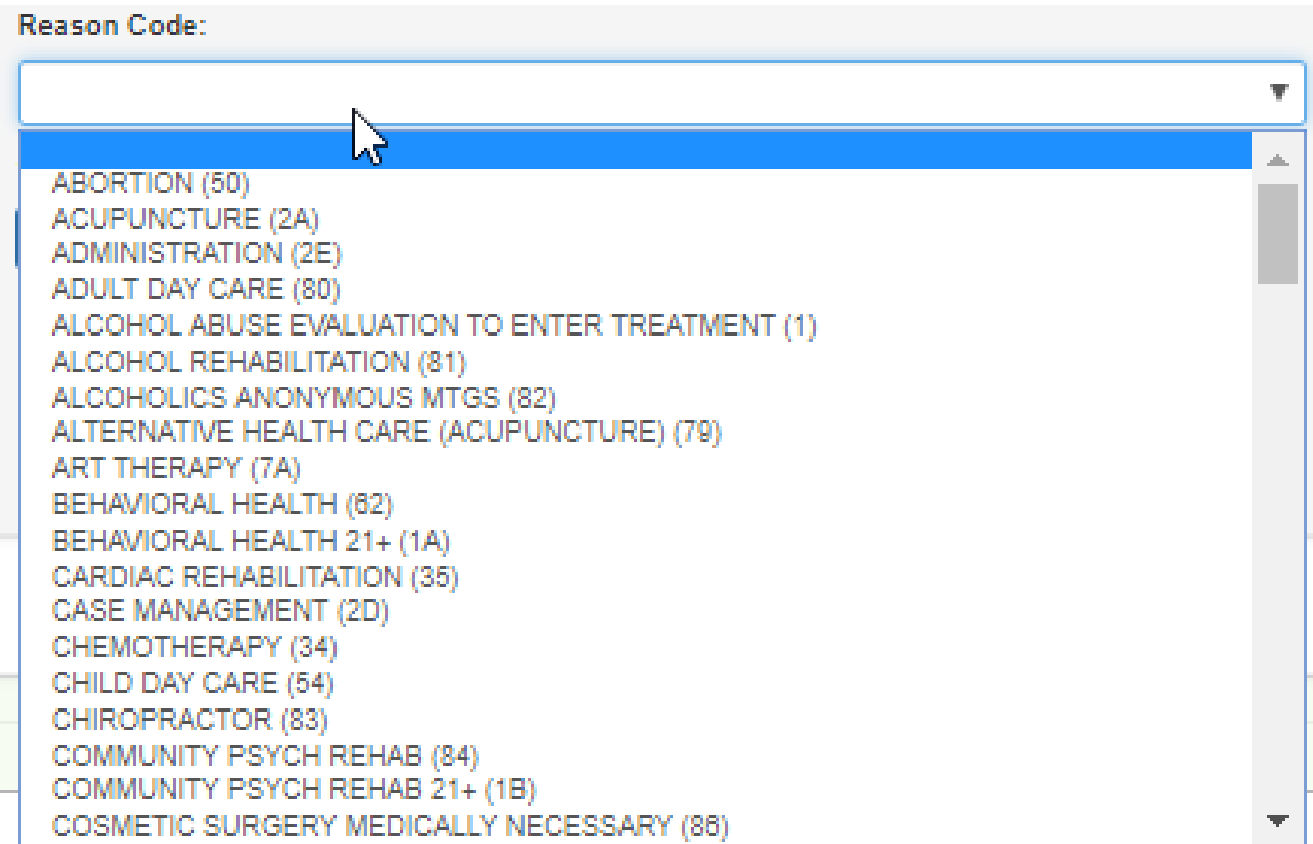
Reason Code

- Select trip reason from the drop down menu

Reason Code:

ABORTION (50)
ACUPUNCTURE (2A)
ADMINISTRATION (2E)
ADULT DAY CARE (80)
ALCOHOL ABUSE EVALUATION TO ENTER TREATMENT (1)
ALCOHOL REHABILITATION (81)
ALCOHOLICS ANONYMOUS MTGS (82)
ALTERNATIVE HEALTH CARE (ACUPUNCTURE) (79)
ART THERAPY (7A)
BEHAVIORAL HEALTH (62)
BEHAVIORAL HEALTH 21+ (1A)
CARDIAC REHABILITATION (35)
CASE MANAGEMENT (2D)
CHEMOTHERAPY (34)
CHILD DAY CARE (54)
CHIROPRACTOR (83)
COMMUNITY PSYCH REHAB (84)
COMMUNITY PSYCH REHAB 21+ (1B)
COSMETIC SURGERY MEDICALLY NECESSARY (86)

MTM

Transportation Mode

- Select most appropriate transportation mode for member
- If Gas Mileage Reimbursement (GMR) is selected, enter payee's first and last name, mailing address and phone number in the **Payee Information** box

Transportation Mode:

| Taxicab | Paralift | Stretcher | Ambulance | GMR | Public Transit |

Payee Information:

Preferred Provider

- If you have a preferred transportation provider check-mark **Preferred Provider Request** box and enter name of the provider in Vendor Name field

  - MTM may not be able to guarantee preferred provider listed unless facility uses a sole-source transportation provider
  - Vendor Code is not required

- Enter pertinent information the transportation provider may need to be aware of in the Notes field

- Click the forward arrow to move to the Special Needs tab
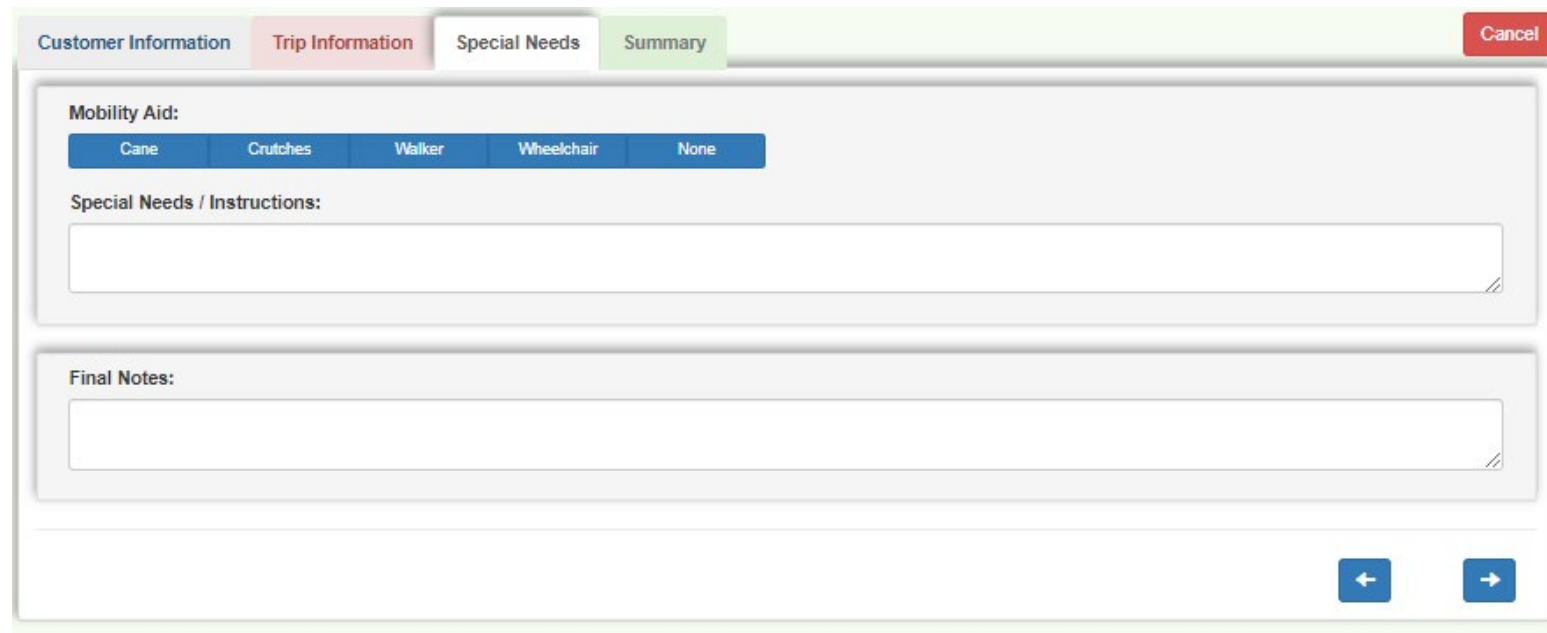
Special Needs

- Select a mobility aid if any pertain to member; select **None** if not applicable

- Enter special needs/instructions and any final notes, then click the forward arrow to move to the Summary tab

Special Needs

- If **Wheelchair** is selected as mobility aid, enter all requested details

Mobility Aid:

| Cane | Crutches | Walker | Wheelchair | None |

Wheelchair Type:

| Manual | Electric | Scooter |

Combined Weight (in lbs):

> Whole numbers only

Surface:

Can member transfer:

| Yes | No |

Special Needs / Instructions:

Summary

- Review customer, trip, special needs and notes sections to ensure accuracy
  - If any corrections are needed, select the appropriate section tab at the top to edit information
- Once details are confirmed accurate, click on down arrow at the bottom of the Summary section to submit trip

Trip requests may not immediately appear in Daily View (please do not submit duplicate requests, call MTM with any questions)

Troubleshooting

Troubleshooting

Clear cache or refresh browser if it appears that items are missing or not working properly

Google Chrome is the most efficient option and will provide the best experience

Urgent and short notice trips must be called into MTM

MTM

Questions?

Please contact Community Outreach at:
CO-MO@mtm-inc.net