MTM is committed to partnering with medical facilities in **Rhode Island** to ensure seamless, successful transportation to recipients. We want to be the best partner possible for your facility to ensure your recipients are served appropriately. MTM offers several dedicated resources to your staff for scheduling rides for recipients and delivering support services.

| **How to Request Transportation** | **Days’ Notice** | **Additional Contacts** |
| --- | --- | --- |
| **Facilities should:** | **Hours of Operation:**  Monday – Friday 5:00 a.m. – 6:00 p.m. (EST)  **Routine Appointments:**  48 Business hours  **Urgent Appointments:**  24/7 | **Community Outreach:**  [CO-RI@mtm-inc.net](mailto:CO-RI@mtm-inc.net)  **We Care Line:**  **(To File a Complaint)**  Call: 1-866-436-0457  Email: [QM@mtm-inc.net](https://intranet.mtm-inc.net/sites/ProgGov/bi/Implementation%20Documents/Rhode%20Island%202019/Community%20Outreach/Submitted%20to%20Client/QM@mtm-inc.net)  Visit: [www.mtm-inc.net](https://intranet.mtm-inc.net/sites/ProgGov/bi/Implementation%20Documents/Rhode%20Island%202019/Community%20Outreach/Submitted%20to%20Client/www.mtm-inc.net) |
| **Email:**  [RIRTPTasks@mtm-inc.net](mailto:RIRTPTasks@mtm-inc.net)  **Fax:**  844-298-6548  **Call:**  1-855-330-9131, Opt. 2  Reservation Line for Deaf and Hearing Impaired (TTY): 711 |
| **Recipients should:** |
| **Call:**  1-855-330-9131  Toll free number - reservation, where's my ride, trip status, trip changes, cancellations, etc.  Reservation Line for Deaf and Hearing Impaired (TTY): 711 |