



FAQ: RESIDENTIAL TREATMENT CENTERS OF NEVADA

MTM Non-Emergency Medical Transportation (NEMT)

When can MTM help with transportation for Residential Treatment Centers?

MTM can assist with transportation:

To the facility for initial admittance

- For three therapeutic home visits per year
- After the recipient has been discharged from the facility

How do Residential Treatment Centers request transportation?

Residential Treatment Centers can call MTM's Community Partners line at (844) 299-6333 to schedule transportation. MTM's Community Partners line operates 24/7/365.

Are transportation costs covered for Residential Treatment Center staff?

Staff transportation costs are only covered when staff are traveling with the recipient. MTM covers the transportation costs of an attendant/escort when accompanying the recipient, if medically necessary. Attendant travel costs for facility staff, law enforcement, nurses, etc. are not covered when not accompanying a recipient. This means travel is only covered one-way for staff. MTM covers the transportation costs for a family member/caregiver (non-staff) to return to their residence, if medically necessary and/or the recipient is a minor. The trip should be a same day turnaround.

Are recipients allowed to leave for therapeutic home visits after being admitted?

Three 72-hour therapeutic visits are allowed per year.

How much notice is needed for transportation requests?

Days' notice policy does not apply for residential treatment placements, but MTM does request that as much notice as possible is provided. The Residential Treatment Center staff will need to coordinate their travel plans once MTM schedules the recipient's travel. Advance notice allows MTM to secure the most cost-effective transportation, as required by Nevada Medicaid policy.

Is travel available for facilities outside the state of Nevada?

Yes, if the facility is Nevada Medicaid-approved, transportation is available.