



MTM Link Facility Portal Training

Edited on 05/15/2020

MEDICAL HISTORY
Purpose _____
Nickname _____
Fair Poor

26. osteoporosis/osteopenia (i.e. fractures)
27. arthritis/rheumatoid arthritis
28. contact lens
29. head or neck injury
30. diabetes
31. epilepsy
32. neurological conditions
33. hearing loss
34. vision problems
35. ...

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



General Information

IMPORTANT NOTICE

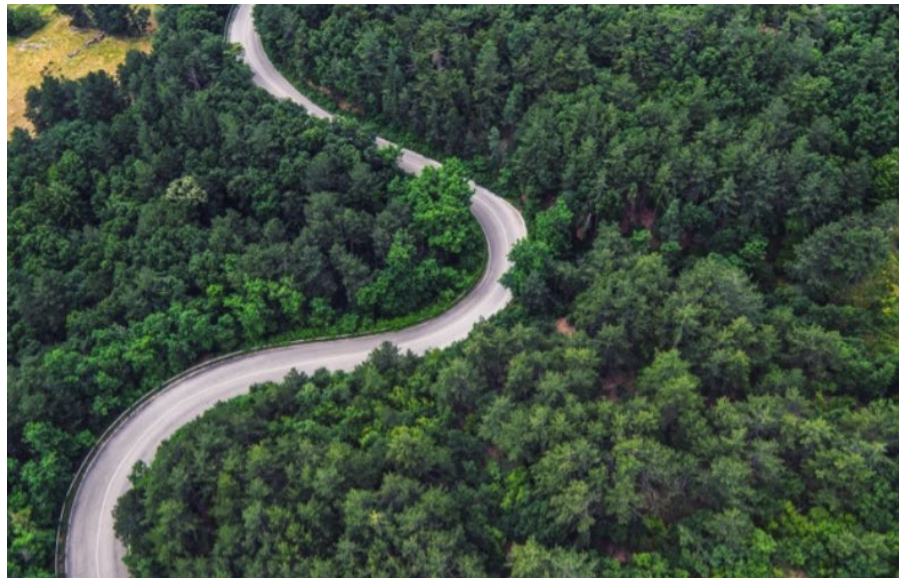
- Routine trips entered into MTM Link Portal should be scheduled by 3 business days prior to the appointment
- Urgent and short notice trips under 3 business days should be called into MTM

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

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



Login to your account

stephensN

.....

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






Select tab to view single trips or recurring reservations → **Trips** | Recurring Reservations

Request a new trip → Request a Trip

Total number of trips for a specific date → **6**
Trips - 02/14/2019

Export or download trips →  FILTER

Search Criteria Fields →

Date	Location	Member
02/14/2019 	All 	<input type="text"/>
Trip Status	Trip Type	Mode
All 	All 	All 

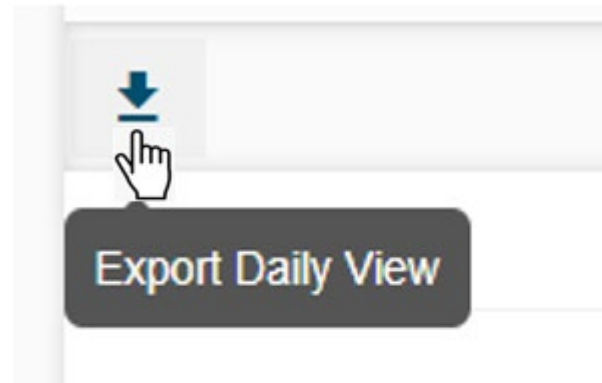
APPLY

Daily trips to/from facility →

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:

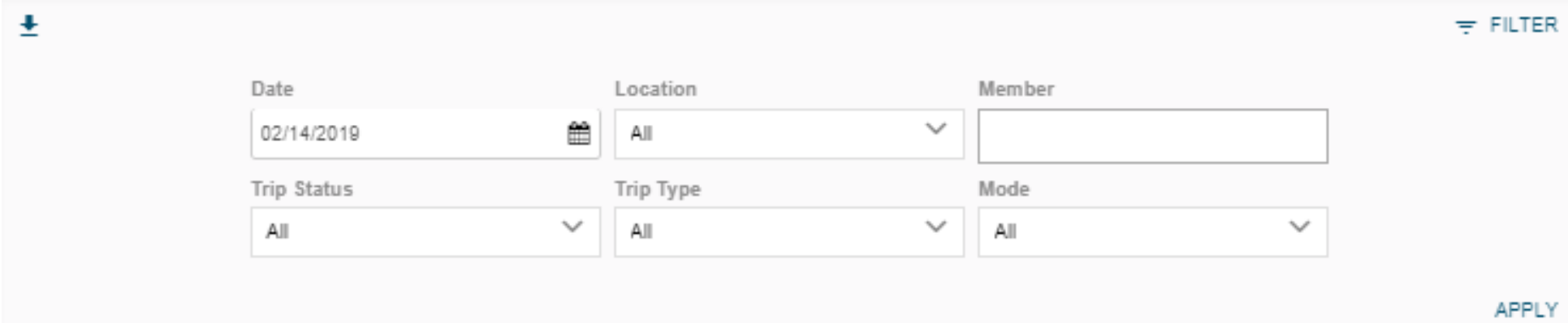
Downloading/Exporting Trips

- 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**



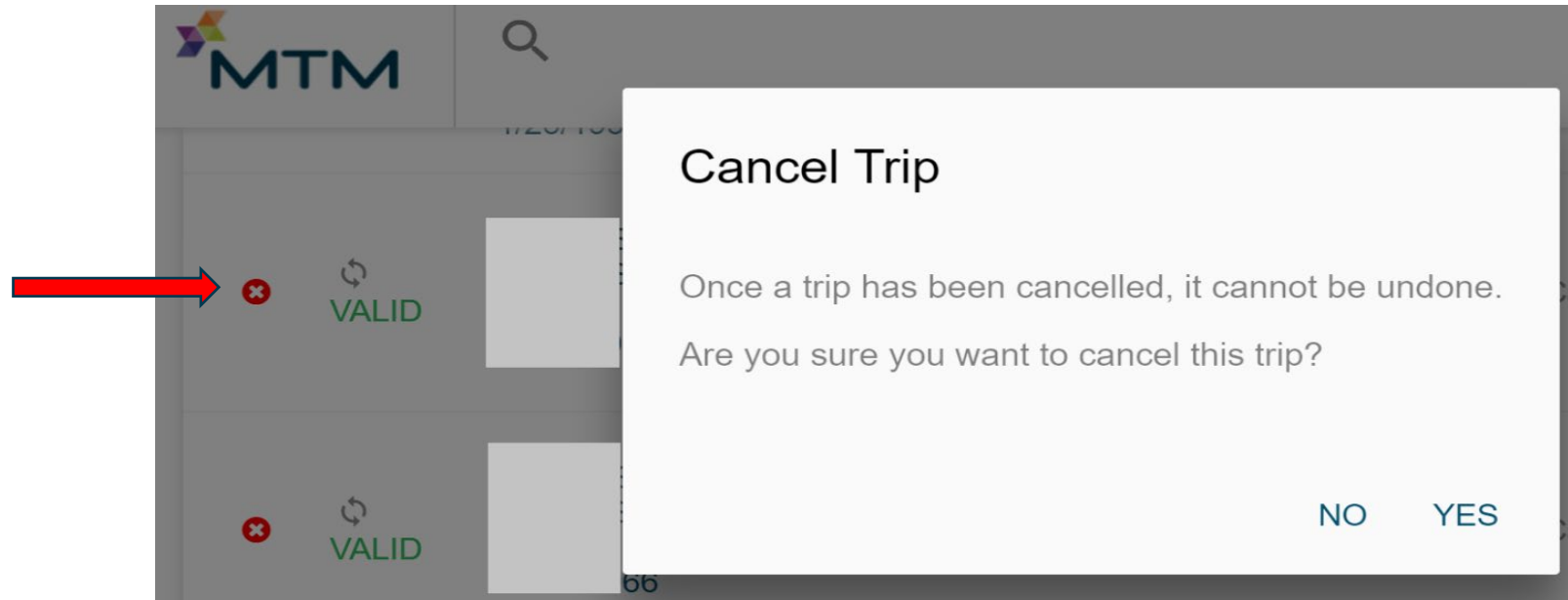
The screenshot displays a filtering interface with the following fields and values:

Date	Location	Member
02/14/2019	All	
Trip Status	Trip Type	Mode
All	All	All

Buttons: FILTER (top right), APPLY (bottom right)

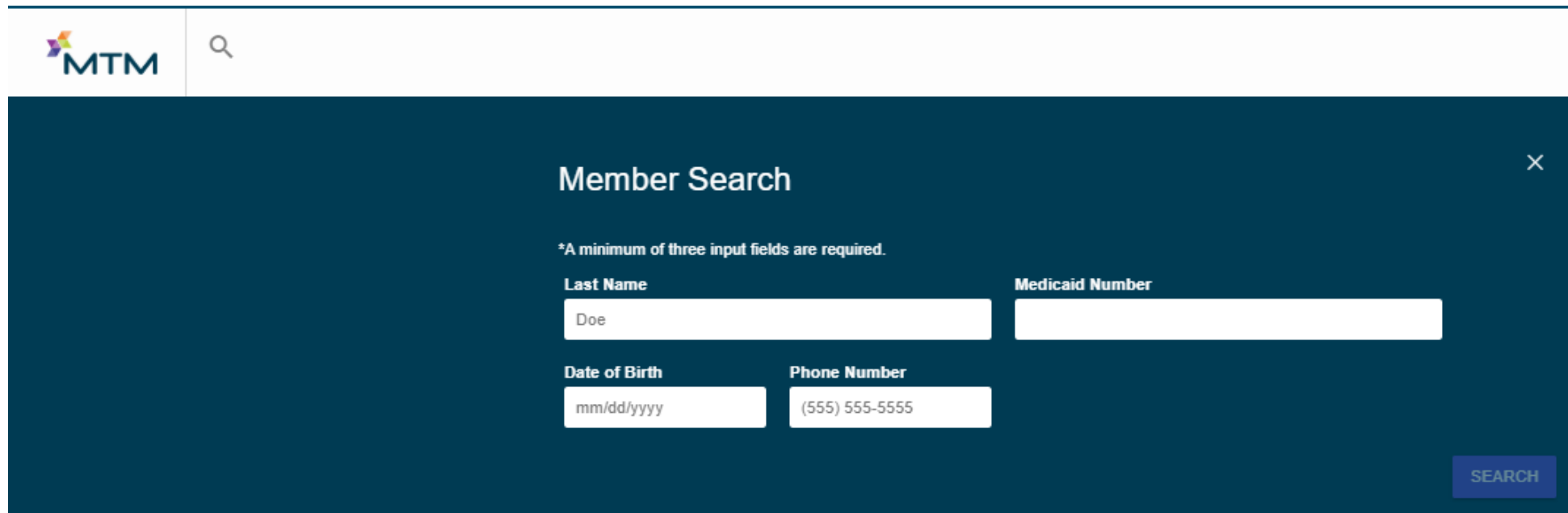
Cancelling Trips

- 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**




The screenshot shows the MTM logo and a search icon in the top left corner. Below it is a dark blue modal window titled "Member Search" with a close button (X) in the top right corner. Inside the modal, there is a note: "*A minimum of three input fields are required." Below this note are four input fields arranged in a 2x2 grid:

Last Name Doe	Medicaid Number
Date of Birth mm/dd/yyyy	Phone Number (555) 555-5555

A blue "SEARCH" button is located in the bottom right corner of the modal.

Member Details

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

Status	Member	Location	Mode	Provider
	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:

Member Details

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

Facility > Member

Member Details

Member Information

Name	TestLastName, Test
Member Number	24020356
Benefit Group	F-110F5M-M
Client Plan	WELLCARE FL/MEDICAID STAYWELL
D.O.B	1/1/1978
Medicaid No	1234567891
Phone No	(999) 888-7776

Trips

Recurring Reservations

0
Trips - 10/8/2019 - 10/15/2019

[FILTER](#)

*A date range of 90 days or less will be allowed.

Date Range: 10/8/2019 - 10/15/2019

Provider Status: All

Trip Status: All

Provider:

[APPLY](#)

Appt Date	Status	Location	Appt Time	Arrive Time	Provider
No matching records found.					

[« Previous](#) [Next »](#)

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
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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

Facility > Member > Trip

Trip Details

[MAP](#)

Trip Information

Trip Status	VALID	Appointment Date	2/14/2019
Provider Status	Assigned	Appointment Time	10:00 AM
Provider	WELLCARE FL MILEAGE MEDICAID	Trip Number	Z048LAD3T0A
Provider Phone No.	(727) 288-4871 EXT.	Passenger Type	Ambulatory

Vehicle Information

Vehicle Type	Cab
Driver	N/A -
Vehicle Number	N/A

Pickup

- Not Available
- Not Available - Not Available
- 112 NW 10th St #10, Homestead, FL 33030, U SA
- Not Available
- Not Available

Dropoff

- Not Available
- 8:30 AM - 10:00 AM
- 20351 SW 112th Ave, Homestead, FL
- Not Available
- Not Available

Map View

- Clicking the MAP icon will show estimated route details

Facility > Member > Trip

Trip Details

Trip Information

Trip Status	VALID
Provider Status	Assigned
Provider	WELLCARE FL MILEAGE MEDICAID
Provider Phone No.	 (727) 266-4971 ext.
Appointment Date	2/14/2019
Appointment Time	10:00 AM
Trip Number	Z049LAD3T0A
Passenger Type	Ambulatory

Vehicle Information

Vehicle Type	Cab
Driver	N/A -
Vehicle Number	N/A

Map View

2/14/2019 2/14/2019

← Not Available → ← Not Available →

Map Satellite

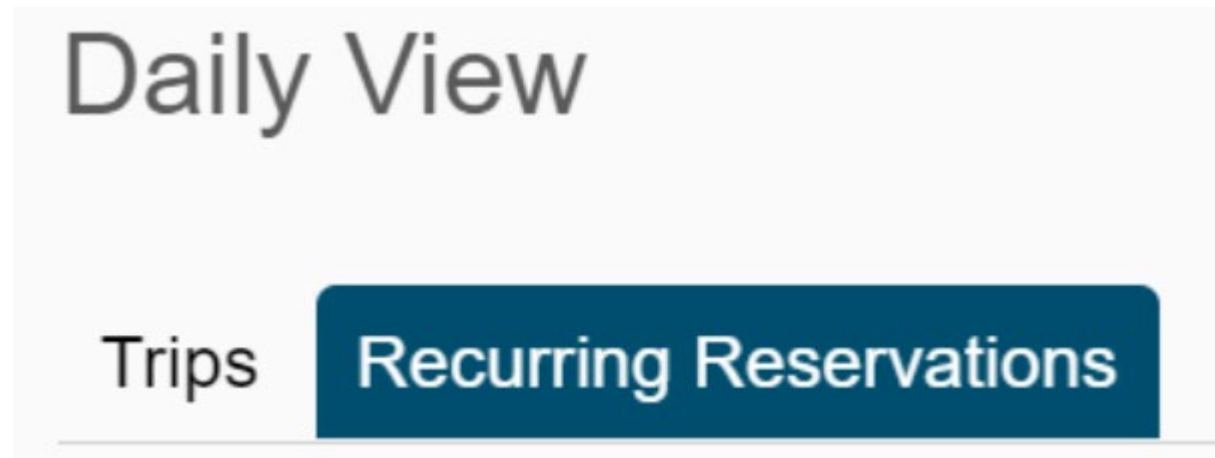
Google

Map data ©2019 Google Terms of Use Report a map error

MTM

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**)

Daily View

Trips **Recurring Reservations** [Request a Trip](#)

101
Reservations

[FILTER](#)

Appt Time	Member	Mode	Recurrence	Status	Location	Reservation ID
6:15 AM		Cab	Reservation effective from 7/2/2019 to 12/28/2019 and occurs on Tuesday, Thursday, Saturday every 1 week(s)	VALID	Pickup: Dropoff:	 1678702


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

Recurring Reservation Details

Member:

Trip Information				Recurrence Details	
Trip Status	VALID	Trip Purpose	DIALYSIS	Start Date	10/22/2019
Mode	Cab	Passenger Type	Ambulatory	End Date	4/1/2020
Appointment Time	12:50 PM	Pickup Address	Dropoff Address	Pattern	Occurs on Tuesday, Thursday, Saturday every 1 week(s)
Pickup Time	4:30 PM	Pickup Address	Dropoff Address		



 [Renew Recurrence](#)

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  End Date 

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

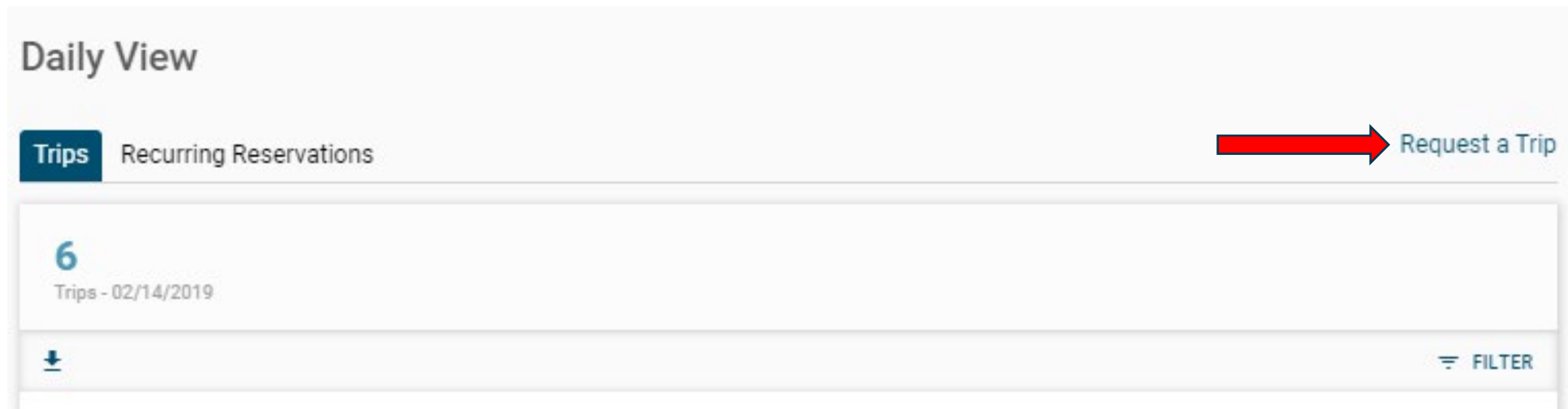
SUBMIT



Scheduling Trips

Scheduling Single Trips

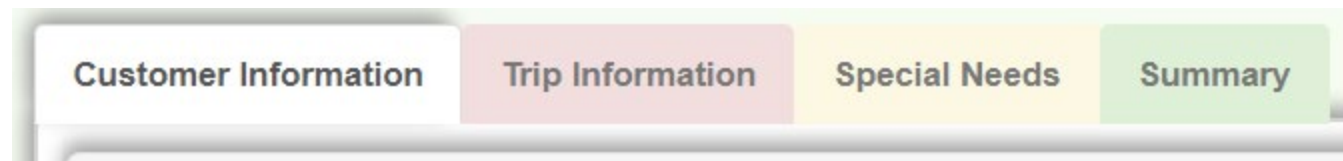
- From the Daily View page, click **Request a Trip**



The screenshot shows a web interface titled "Daily View". At the top left, there are two tabs: "Trips" (which is active and highlighted in dark blue) and "Recurring Reservations". On the right side of the interface, there is a button labeled "Request a Trip" with a red arrow pointing to it. Below the tabs, there is a summary box containing the number "6" in a large blue font, with the text "Trips - 02/14/2019" underneath. At the bottom of the interface, there is a navigation bar with a downward arrow icon on the left and a "FILTER" button on the right.

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

The screenshot shows a web application interface with four tabs: "Customer Information" (active), "Trip Information", "Special Needs", and "Summary". A red "Cancel" button is located in the top right corner. The form is divided into two main sections. The first section, titled "Who are we scheduling this trip for?", contains four input fields: "First Name:", "Last Name:", "Member Phone Number:", and "Date of Birth:". The "Date of Birth" field has a placeholder "MM/DD/YYYY". The second section, titled "Who should we contact with any questions about this trip?", contains three input fields: "First Name:", "Last Name:", and "Facility Phone #:". The "Facility Phone #" field has a placeholder "(XXX) XXX-XXX". A blue arrow button is located in the bottom right corner of the form.

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


Appt Date: Appointment Time: 13 ▾ 10 ▾


Pick-up Address Drop-off Address

Address 1:

Address 2:

City: State: Postal Code:



Will Call: Return Time: 13 ▾ 20 ▾ 


Pick-up Address Drop-off Address

Facility Name: Facility Phone:

Address 1:

Address 2:

City: State: Postal Code:



Scheduling Recurring Trips

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

A blue rectangular button with rounded corners and a white border, containing the text "Repeat Trip" in white, centered.

Appointment Recurrence

Confirm Recurring Trip:

No

Yes

OK

Cancel

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

Appointment Recurrence

Confirm Recurring Trip:

Range of Recurrence

Start Date:

End Date:


Rate of Recurrence


Recur every week(s) on:



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

Add Passenger(s)



First Name: **Last Name:** 

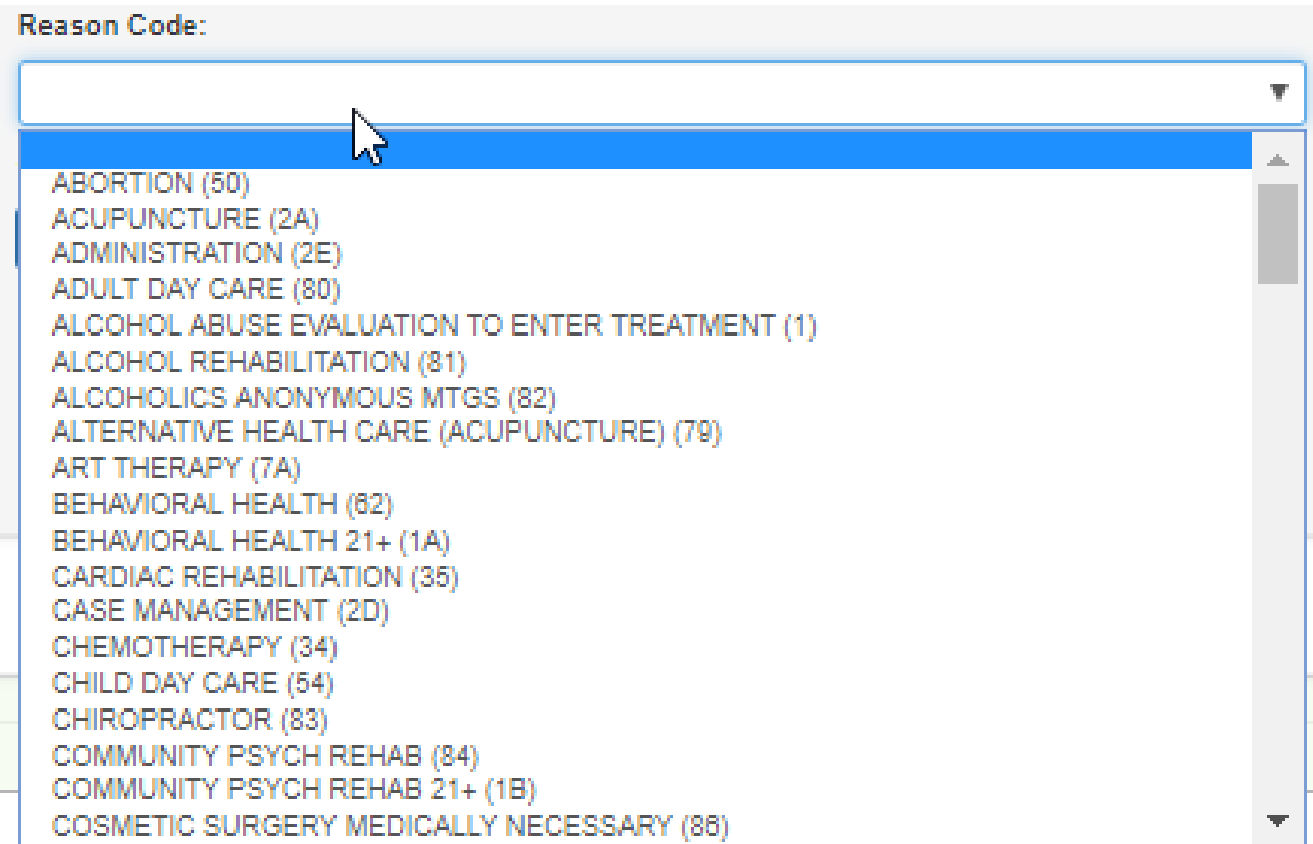
Date of Birth: **Age:**  

Relationship:  **Has Appointment:** **Medical ID:**

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 (82)

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 (88)

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

Preferred Provider Request:

Vendor Name:

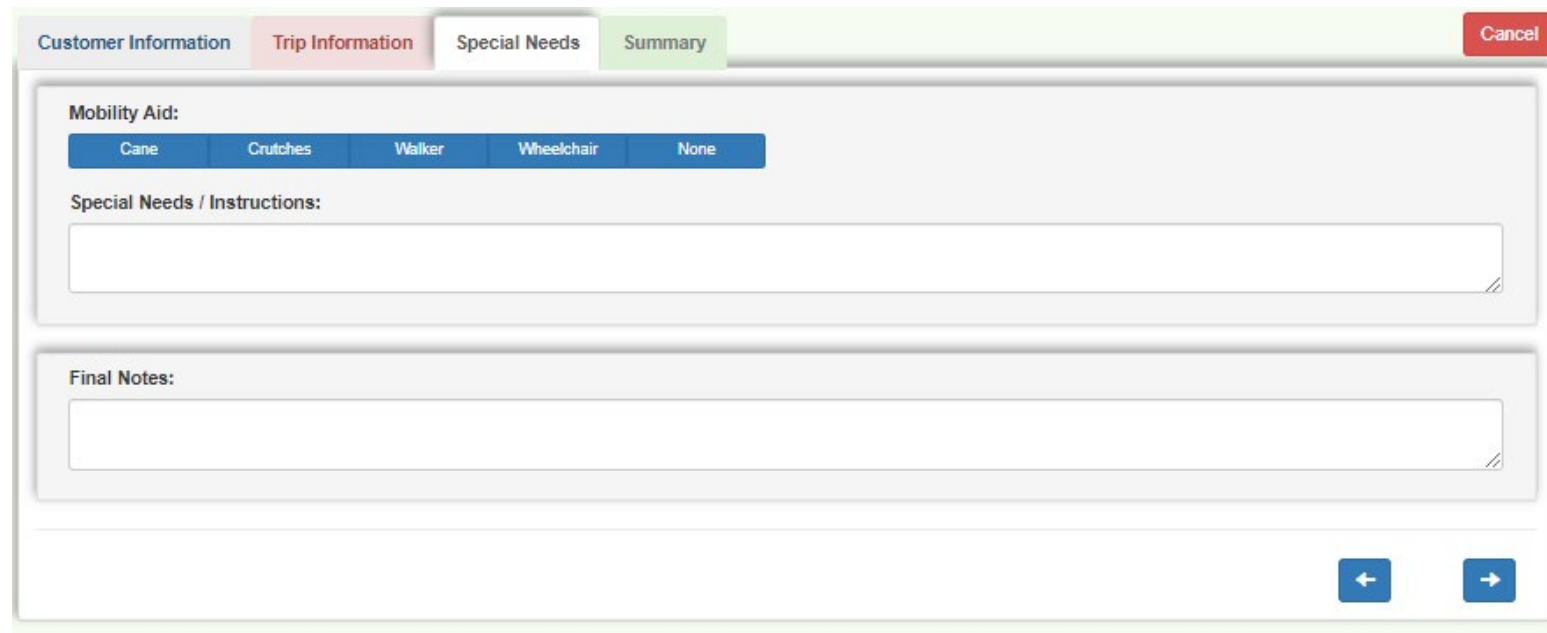
Vendor Code:

Notes:



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



The screenshot shows a web form with four tabs: "Customer Information", "Trip Information", "Special Needs", and "Summary". The "Special Needs" tab is active. It contains three main sections: "Mobility Aid:" with a horizontal menu of buttons for "Cane", "Crutches", "Walker", "Wheelchair", and "None"; "Special Needs / Instructions:" with a large text input field; and "Final Notes:" with another large text input field. At the bottom right, there are two blue arrow buttons for navigation. A red "Cancel" button is located in the top right corner of the form area.

Special Needs

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

Mobility Aid:

Wheelchair Type:

Combined Weight (in lbs):

Surface:

Can member transfer:

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



Questions?

Please contact Community Outreach at:

CO-MO@mtm-inc.net