

Illinois Medicaid Managed Care Consumer Benefits Transportation Toolkit

On Behalf of Humana

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Health Plan Numbers to Set Up Non-Emergency Rides to Healthcare in Advance



Phone Number: (855) 253-6867

You may call to schedule a ride Monday-Friday from 8 a.m. to 8 p.m. CST.

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Website to Schedule Rides



Member login link to schedule and manage trips: <https://www.mtm-inc.net>

Humana also has a Member App to schedule / manage trips. It is available on the **App Store** and **Google Play**. Just search "**MTM Link Member**"

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Additional Rides That May be Covered

Rides to the pharmacy to pick up medication



Rides to and from a nursing home

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Scheduling Policies



Rides should be scheduled no later than **2 business days** before an appointment.

Remember to Plan Ahead

When you book your ride, make sure to talk to your health plan about any needs for the ride. This could include bringing extra people.

How do I find out if a health care service or benefit is covered?

To find out if a health service or benefit is covered, call Humana Member Services at **(800) 787-3311** or view the **Humana Member Handbook here**.

If you are having an emergency, call 911.