



MTM Health to manage non-emergency medical transportation requests

Effective **Jan. 1, 2026**, MTM Health will be the non-emergency medical transportation (NEMT) broker for UnitedHealthcare Community Plan of North Carolina. To help provide a smooth transition for your patients, MTM Health will be available to schedule member trips now.

How to request transportation services

Call **1-800-349-1855** for urgent, same-day or next-day trips – the reservation line is available 24/7, 365 days a year for urgent, same- or next-day trips.

Reservation requirements

- Routine appointments should be booked at least 2 business days in advance
- Critical care/urgent trips and discharges can be made same day
- Advance booking and reoccurring trips available
 - Non-emergent ambulance reservations can be made up to 60 calendar days in advance
 - All other modes for single-trip requests can be made up to 30 calendar days in advance
- Hospital discharges can be requested as soon as discharge time is known; transportation provider should pick up a discharged member within 3 hours
- Transportation providers should pick up a will-call return ride within 1 hour

Additional information

- Door-to-door service can be requested at trip intake if needed
- At time of request please note any special circumstances. For example, if children or an additional passenger will be riding or if the member has oxygen or requires other assistance.

Questions? We're here to help.

Connect with us through chat 24/7 in the **UnitedHealthcare Provider Portal**.