



MTM Health managing transportation — Effective March 1, 2026

Starting **March 1, 2026**, MTM Health will arrange non-emergency medical transportation (NEMT) for UnitedHealthcare Community Plan of Florida members.

How to request a ride

- Urgent, same-day or next-day trips: Call **1-888-777-6528 TTY: 711**. Available 24/7.
- Routine appointments: Book at least 2 business days ahead
- Reservations:
 - Non-emergent ambulance: Up to 60 days in advance
 - All other ride types: Up to 30 days in advance

Additional details

- Hospital discharges: Request as soon as discharge time is known. Pickup within 3 hours.
Facility Line: 1-888-778-5136
- Will-call return rides: Pickup within 1 hour
- Door-to-door service: Available if requested
- Special needs: Tell MTM Health about oxygen needs, extra passengers or children when booking

Questions? We're here to help.

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