

To: Keystone First Hospital Providers

Date: October 15, 2024

Re: Non-Emergent Transportation Requests

Effective November 15, 2024, the following changes will be made for non-emergent transportation requests. As a reminder, all non-emergent transportation calls should be made by your facility and not the transportation provider. Calls by transportation providers to Keystone First or MTM to request transport may delay the process.

All non-emergent transportation requests (Cab, Taxi, Van, or Wheelchair Van)

- Facility must call your county Medical Assistance Transportation (MATP) service provider. For county specific contact information visit: <http://matp.pa.gov/>.

All non-emergent, medically necessary transportation requests (Ambulance, Basic Life Support (BLS), Advanced Life Support (ALS), or Stretcher)

- Facility must call MTM at 1-844-879-7345 to schedule a transport. A representative is available twenty-four (24) hours a day, seven (7) days a week, including holidays.

If you have questions about this communication, please contact your Provider Account Executive or the Provider Services department at 1-800-521-6007.

Sincerely,



Denise Ameye
Director, Provider Network Management