



**TO: All Providers**

**RE: Veyo Transition to MTM**

The Department of Social Services (DSS) non-emergency medical transportation vendor Veyo was acquired by Medical Transportation Management (MTM). Effective September 1, 2023, the company name was officially transitioned from Veyo to MTM.

Extensive work has been completed to enhance our Medicaid members' customer service experience and there will be no interruptions in service. Members can continue to schedule their trips by calling the MTM Call Center at 1-855-478-7350 and speaking with an agent. The Customer Service Call Center's phone number will remain the same.

In addition, there will also be an enhanced web-based Member Portal and a MTM Link Member Mobile App that will enable Members to manage their transportation to appointments with no need to be on hold to speak with an agent. While this feature is not live yet, MTM does plan to roll it out over the next few months.

With the Mobile App members will be able to:

- Request new rides.
- Cancel rides that are no longer needed.
- Request gas mileage reimbursement trips.
- Claim gas mileage reimbursement for trips without having to submit paper trip logs.
- Review details about upcoming rides, including the status of rides, the mode of transportation used, and the transportation provider's name and contact information.

- View and update contact information.

If a member is already using the online Member Portal, the existing username and password will work for the mobile as well.

Members and facilities are encouraged to reach out to MTM via the [live chat function on the website, if they are unable to use the phone line for any reason.](#)

MTM also has transitioned to new platforms for facilities and providers coordinating medical appointments for their member patients. Additionally, MTM has transitioned to their platforms for Independent Drivers (IDP's) and Transportation Companies. There have been extensive training rollouts both in-person and virtually for drivers on the MTM applications.

For addition information please access the following: [Connecticut Medical Facilities - MTM, Inc. \(mtm-inc.net\)](#)