



TRANSPORTATION FAQ FOR MINNESOTA DIALYSIS PROVIDERS AND PATIENTS DURING THE COVID-19 PANDEMIC

Midwest Kidney Network (Renal Network 11) is here to help dialysis providers and patients. We are continuing to gather resources and provide updates on transportation for dialysis patients.

Who is working to coordinate Minnesota transportation options for dialysis patients? Please contact MTM (Medical Transportation Management) at 1-866-467-1724 <https://www.mtm-inc.net/minnesota/> Please call 3 – 4 days in advance to arrange non-emergency transportation. Also, you can contact Metro Mobility at 651-602-1100 <https://metro council.org/transportation/services/Metro-Mobility-Home.aspx>

How does transportation work for patients receiving Medicaid in Minnesota? If you are a Minnesota Medicaid beneficiary, you should contact the Medicaid insurer directly or MTM at 1-866-467-1724 to arrange transportation. You can find the insurer contact information on the back of your Medicaid insurance card. To verify your Medicaid status or eligibility, you can call 1-800-657-3739.

What steps are being taken to ensure the safety of the patients being transported? Transportation companies are working to limit one passenger per vehicle whenever possible. Transportation companies must follow CDC recommended sanitizing

protocols before and after each trip or passenger <https://www.cdc.gov/coronavirus/2019-ncov/community/organizations/disinfecting-transport-vehicles.html>

Will transportation companies transport COVID-19 positive patients? Some Minnesota transportation companies are providing transportation for COVID-19 positive patients, please check with your transportation company directly or call MTM for additional information.

What other resources are available to arrange alternative transportation options for patients? You can utilize 211 Minnesota Services at <https://www.211unitedway.org/>

What if we are unable to secure transportation for a dialysis patient? You can contact MTM's WeCare line at 1-866-436-0457 or go to <https://mn.gov/dhs/people-we-serve/children-and-families/health-care/health-care-programs/contact-us/health-plan-contacts.jsp>

Reach out to Midwest Kidney Network (Renal Network 11) for more information and patient or provider resources.

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