

To: Keystone First/Keystone First Community HealthChoices (CHC) Hospital Providers

Date: October 24, 2024

Re: Update to Non-Emergent Transportation Requests to Include Keystone First CHC

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/Keystone First CHC 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