

Network Notification – Humana Healthy Horizons in Ohio

Notice date: December 29, 2025
To: Humana Healthy Horizons® in Ohio provider network
From: Humana Healthy Horizons in Ohio
Subject: Access2Care acquired by MTM Health

Summary

Humana Healthy Horizons' transportation vendor Access2Care will begin migrating the non-emergency medical transportation (NEMT) program to MTM Health effective **Jan. 29, 2026**.

MTM Health is committed to ensuring our medical facility partners understand the features and functionality available to them via MTM Link. Our community outreach trainers, including those who came to MTM Health from Access2Care, will lead our outreach efforts to facility staff.

Impact

Humana and MTM Health understand that member continuity of care and members' continued understanding of NEMT service availability are of the utmost importance. With this in mind, we have several options to ensure members understand that MTM Health is now their NEMT broker and that they know how to access NEMT services. It is important to note that processes will remain largely the same, and members will continue to call the same phone number to book their rides, greatly reducing confusion.

Questions?



For more information, please call Provider Services at **877-856-5707**, Monday – Friday, 7 a.m. – 8 p.m., Eastern time.

You also can email us at OHMedicaidProviderRelations@humana.com.