

Network Notification – Humana Healthy Horizons in Ohio

Notice date: September 19, 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® in Ohio transportation vendor Access2Care will begin migrations of the non-emergency medical transportation (NEMT) program to MTM Health effective Oct. 23.

MTM Health is also 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

Member continuity of care and continued understanding of NEMT service availability is of the utmost importance to Humana Healthy Horizons in Ohio, and MTM Health shares that desire. 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 can also email us at: OHMedicaidProviderRelations@humana.com