Renew an Existing License

Overview: The way you renew your medical transportation license has changed. A new online system has been developed called MTLS Online. ***We will no longer accept paper applications and forms***. All fees must be paid via credit card or Automated Clearing House (ACH).

☐ All users will access the MTLS Online System with an ODPS Identity Manager account.

☐ You will be required to:

☐ Register for an Identity Manager account and validate your identity and,
☐ Request, and receive access, as the administrator of a Medical Transportation Agency or be granted access by the administrator as a user of the system for an agency.

If you have already registered with Identity Manager, you can log into the system using the following link: https://services.dps.ohio.gov/EMSMTLS/

NOTE: The administrator of an existing service must log into the MTLS Online System and request and be granted access to a medical transportation service. There can only be one (1) administrator of a service. The administrator can grant user access for up to 3 people for their service.

Steps for Renewal

Step 1.

➢ Log into the system: https://servicesq.dps.ohio.gov/EMSMTLS

Step 2.

➢ From the system home page, hover over the "Action" area in the

"Active / Pending Service Applications(s)" area of the service license you want to renew. A pop-up will appear. Click on "Renew"

Step 3.

➢ The application is prepopulated with the information currently on file for your service.
➢ Review and update the information in each tab.
➢ Select "Save and Continue" to move to the next tab.

Step 4.

➢ When you get to the "Confirmation" tab, please review all information being submitted. At the bottom of the page, check the box indicating the information being submitted is accurate and correct, then click on "Save and Continue".

Step 5.

➢ Review the invoice then click on "Proceed to Payment".

Step 6.

➢ Payment options.
  1. Credit or Debit Card – Additional Transaction Fee Applies
  2. ACH / Bank Account (e-check) – No Additional Fee
➢ Follow payment instructions then click on "Submit Payment".

Step 7.

➢ You will receive a message on the screen indicating your application was successfully submitted or payment is submitted and pending. Processing may take up to 24 hours.   During this time, you will not be able to make changes or updates to your service.