

Non-Emergency Medical Transportation



Who can get free rides to appointments?

Non-emergency medical transportation is a service that can help you get to health care appointments if you have no other way to get there. This service connects you with free rides on public buses, specialized medical vehicles, or other types of vehicles depending on your needs.

Wisconsin Medicaid and BadgerCare Plus contracts with a transportation manager that schedules and pays for rides to health care services covered by Medicaid and BadgerCare Plus. The current transportation manager for Wisconsin is Medical Transportation Management (MTM), Inc.

➔ If you have a medical emergency, you should call 911.

Getting rides

You may be able to get a ride to your appointment if you have no other way to get there. To get a ride, you must be enrolled in one of the following programs:

- Wisconsin Medicaid (including IRIS)
- BadgerCare Plus
- Family Planning Only Services
- Tuberculosis-Related Services Only Benefit
- Express Enrollment for BadgerCare Plus

➔ The transportation manager must follow federal and state law. The transportation manager can only schedule and pay for rides if you are not able to get a free ride.

Learn more

For more information about scheduling rides, meals and lodging, complaints, new rules, denied transportation, or fair hearings:

- Visit www.mtm-inc.net/wisconsin/ or call 866-907-1493 (voice) or 711 (TTY).
- See your ForwardHealth Enrollment and Benefits handbook, P-00079 (dhs.wi.gov/library/collection/p-00079).
- See your Member Updates at dhs.wi.gov/forwardhealth/resources.htm.
- Call Member Services at 800-362-3002.

