

Non-Emergency Medical Transportation



Learn how to schedule your ride with MTM

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 contract 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.

There are several ways you can schedule a non-emergency medical transportation ride through our Medicaid vendor, Medical Transportation Management (MTM). They schedule rides 24 hours a day, seven days a week.



Online at mtm-inc.net/wisconsin.
Select **Schedule Your Rides Online**.

Then, log in or select **Sign Up** to create an account if needed. Use the web chat if you want to chat with a representative in real time.



With the MTM Link app. Get the app from your app store. Then, log in or create an account if needed.



By phone. Call 866-907-1493.

Be prepared

When you schedule your ride, be ready to provide:

- Your name, address, and phone number.
- Your ForwardHealth card ten-digit number.
- The street address and the phone number where you want to be picked up.
- The name, phone number, address, and ZIP code of your appointment location.
- The date and start time of your appointment.
- The end time of your appointment, if known.
- Any special ride needs, including if you need someone to ride with you.
- General reason for the appointment (check-up, eye appointment, etc.).

Most Common Ride Types	Deadline for Scheduling	Online	By App	By Phone
Routine	Two business days in advance	✓	✓	✓
Urgent	Same business day	✓	✓	✓
Critical	Up to same business day	✓	✓	✓
Bus rides	Five business days in advance	✓	✓	✓
Gas mileage reimbursement (GMR) under 40 miles	Up to 11:59 p.m. the day of the appointment	✓	✓	✓
GMR over 40 miles	Up to 11:59 p.m. the day of the appointment			✓
Recurring	Up to three months at a time, or up to six months for dialysis	Your health care provider can help set up these rides		

Definitions

Routine rides are for scheduled health care appointments that are not urgent or critical. Examples are a annual physical or a vision exam. The type of vehicle will depend on your medical and transportation needs.

Urgent rides are for an immediate health care situation that does not require emergency services, but you cannot wait two business days to get help. For example, booking a same day trip to urgent care.

Critical rides are to scheduled appointments for more serious issues, including dialysis, cancer treatments, and hospital inpatient/outpatient treatment. Also includes dental appointments.

Bus rides are if you live within a half mile and your appointment is within a half mile of a bus stop, unless you meet one of the exceptions.

Gas mileage reimbursement is available if you, a friend, or a family member can drive you to your appointment. You must get approval by 11:59 p.m. on the appointment day. You also need to track details either by app or with a paper form the day of the appointment to be reimbursed.

Recurring rides are for a series of appointments scheduled over time, such as for completing a course of treatment. Your health care provider can help set these up for three months at a time, or up to six months if you are undergoing dialysis.

Resources

- Learn more about the non-emergency medical transportation options for BadgerCare Plus and Medicaid members at dhs.wi.gov/nemt.
- Visit MTM's webpage to log in and schedule rides, get reimbursement, find fact sheets, and more at mtm-inc.net/wisconsin/members.