

**Wisconsin Medicaid and BadgerCare Plus  
Non-Emergency Medical Transportation (NEMT)  
Transportation Advisory Council (TAC)  
Meeting Agenda**

Wisconsin Department of Health Services  
Virtual Meeting  
Thursday, March 2, 2023  
10:30 a.m. – 12:30 p.m.

**Virtual Meeting Information:**

**Join via phone:** +1 669 254 5252

**Join via Zoom:** Meeting ID: 160 744 8128

Passcode: 671481

Meeting URL: <https://dhs.wi.zoomgov.com/j/1607448128?pwd=Z2VJWUJwRmlyTWVhSHcya2d1QklnQT09>

**Agenda:**

- I. Welcome and Roll Call – Autumn Knudtson, Director, Bureau of Benefits Policy (BBP), Division of Medicaid Services (DMS): 10:30 a.m. – 10:40 a.m.
  - a. Welcome and roll call
  
- II. Highlighted Discussion Topic(s) – Veyo/MTM staff: 10:40 a.m. – 11:15 a.m.
  - a. Public Health Emergency unwinding updates – Regan Batterman, Communications Specialist, BBP and Chris Luchterhand, Program & Policy Analyst, BBP
  - b. Rescue ride process reminder – Adam Thomas, General Manager
  - c. Quality Assurance spotlight – Erick Schroeder, Quality Assurance Manager
  - d. Member feedback: Telephone and SMS surveys – Beau Johnson, Contact Center Senior Manager
  
- III. 2022 Year in Review – Adam Thomas: 11:15 a.m. – 11:40 a.m.
  
- IV. Veyo Operations Update – Veyo/MTM staff: 11:40 a.m. – 12:05 p.m.
  - a. Technology
  - b. Transportation Network – Colin Martin, Transportation Provider Network Manager
  - c. Quality Assurance – Erick Schroeder
  - d. Education, Training & Outreach (ETO) – Jonathan Liegeois, Facility ETO Manager
  - e. Call Center – Beau Johnson
  
- V. Open Discussion and Feedback: 12:05 p.m. – 12:30 p.m.
  
- VI. Adjournment – 12:30 p.m.