

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

Wisconsin Department of Health Services

Virtual Meeting

June 5, 2025

10:30 a.m. – 12:30 p.m.

Virtual Meeting Information:

Join via phone: +1 669 254 5252

Join via Zoom: Meeting ID: 161 680 8257

Passcode: 907738

Meeting URL: <https://dhs.wi.zoomgov.com/j/1616808257?pwd=Tulas8CPZUrAbHweADZn35ctGctXX2.1>

Agenda:

- I. Welcome and Roll Call: Maddie Valent, Section Manager, Bureau of Benefits Policy (BBP), Division of Medicaid Services (DMS): 10:30 a.m. – 10:40 a.m.
 - a. Staff Changes
 - i. Alivia Lindorfer, Program and Policy Analyst – Alivia.Lindorfer@dhs.wisconsin.gov
 - ii. Erran Daniels, Communications Specialist – Departed May 2, 2025
- II. Closing the Loop: Adam Thomas, Program Director, MTM adthomas@mtm-inc.net: 10:40 a.m. – 10:45 a.m.
 - a. Gas Mileage Reimbursement (GMR) and Member Trip Guides
 - b. MTM Website – Status of Form Translation
- III. 2025 Q1 Operations Review: Adam Thomas: 10:45 a.m. – 11:30 a.m.
 - a. Quality Assurance, Complaints
 - b. Unsuccessful Trips
 - c. Network Management
 - d. Gas Mileage Reimbursement
 - e. Call Center
- IV. Highlighted Discussion Topic(s): Adam Thomas: 11:30 a.m. – 12:00 p.m.
 - a. MTM Link - Member App / Online Portal Capabilities
 - b. MTM Link - Facility Portal Capabilities
- V. Open Discussion and Feedback: 12:00 p.m. – 12:30 p.m.
- VI. Adjournment – 12:30 p.m.