

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

Wisconsin Department of Health Services
Virtual Meeting
March 5, 2026
10:30 a.m. – 12:30 p.m.

Virtual Meeting Information:

Join via phone: US : +1 669 254 5252

Join via Zoom: Meeting ID: 160 213 9008

Passcode: 658429

Meeting URL:

<https://dhs.wi.zoomgov.com/j/1602139008?pwd=BFkpA5d8z5mUWtbjPQMfz2CXhetoPd.1>

Agenda:

- I. Welcome and Roll Call:
 - a. Staff Updates
 - i. MTM
 1. Shunta Lewis, Director of Operations – shulewis@mtm-inc.net
 2. Openings
 - a. Transportation Support Trainer
- II. Survey Questions: Adam Thomas, Program Director, MTM adthomas@mtm-inc.net
- III. MTM Q2 2025 Operations Review:
 - a. Quality Assurance, Complaints
 - b. Unsuccessful Trips
 - c. Network Management
 - d. Gas Mileage Reimbursement
 - e. Call Center
- IV. Highlighted Discussion Topics:
 - a. Complaint Process
 - b. Gas Mileage Reimbursement (GMR) – Trip Log Best Practices
 - i. New GMR Call Center Team
- V. Open Discussion and Feedback:
- VI. Adjournment – 12:30 p.m.