

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

Wisconsin Department of Health Services  
Virtual Meeting  
Thursday, December 7, 2023  
10:30 a.m. – 12:30 p.m.

**Virtual Meeting Information:**

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

**Join via Zoom:** Meeting ID: 160 323 5726

Passcode: 529191

Meeting URL: <https://dhs.wi.zoomgov.com/j/1603235726?pwd=MHdJQmNITGd0ZWVdTdY3a1lMYW1aZz09>

**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.
  
- II. Highlighted Discussion Topic(s) – Veyo/MTM staff: 10:40 a.m. – 11:30 a.m.
  - a. Travel Training introduction – Shelby Turner, Travel Trainer
  - b. MTM LINK Migration – Adam Thomas, General Manager
    - i. Member and provider outreach timelines
    - ii. MTM gas mileage reimbursement options
    - iii. Transportation provider credentialing migration
  - c. Program protocol refresher – Adam Thomas
  
- III. Veyo Operations Update – Veyo/MTM staff: 11:30 a.m. – 12:00 p.m.
  - a. Quality Assurance – Will Knavel, Quality Assurance Manager
  - b. Transportation Network – Colin Martin, Transportation Provider Network Manager
  - c. Education, Training & Outreach (ETO) – Jas Blue, Facility ETO Manager
  - d. Call Center – Erick Schroeder, Contact Center Senior Manager
  
- IV. Open Discussion and Feedback: 12:00 p.m. – 12:25 p.m.
  
- V. Adjournment – 12:30 p.m.