

**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 7, 2024
10:30 a.m. – 12:30 p.m.

Virtual Meeting Information:

Join via phone: +1 669 254 5252

Join via Zoom: Meeting ID: 160 994 4728

Passcode: 608734

Meeting URL: <https://dhs.wi.zoomgov.com/j/1609944728?pwd=a09RT1hxeFNTRG11eHZsN1BVUFE0dz09>

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: 2023 Year in Review – Adam Thomas, General Manager, Veyo/MTM: 10:40 a.m. – 11:00 a.m.
 - a. Total trips
 - b. Call Center
 - c. Complaint rates
 - d. Unsuccessful trips
 - e. Transportation network improvement

- III. Highlighted Discussion Topic: Medicaid and BadgerCare Plus Transportation Advocate Introduction and Role – Pamela Parker, Wisconsin Title XIX Account: 11:00 a.m. – 11:25 a.m.

- IV. Highlighted Discussion Topic: MTM Link System Update – Adam Thomas: 11:25 a.m. – 12:00 p.m.
 - a. Lessons Learned
 - b. MTM Link Facility Portal and Member App
 - c. Next steps
 - d. 2024 Service Strategy

- V. Open Discussion and Feedback: 12:00 p.m. – 12:30 p.m.

- VI. Adjournment – 12:30 p.m.