

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

Wisconsin Department of Health Services
Virtual Meeting
Thursday, September 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: 160 664 3478

Passcode: 414517

Meeting URL: <https://dhs.wi.zoomgov.com/j/1606643478?pwd=Zzc0Z1cvS25waTZMYmJGdVA0bDVLUT09>

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. Welcome and roll call

- II. Highlighted Discussion Topic(s) – BBP and Veyo/MTM staff: 10:40 a.m. – 11:30 a.m.
 - a. Staffing Updates – Maddie Valent and Adam Thomas, General Manager, Veyo/MTM
 - b. Veyo to MTM branding transition – Adam Thomas
 - c. MTM Link demonstration – Adam Thomas
 - i. Member app
 - ii. SMS notification system
 - iii. Mileage reimbursement in the member app
 - d. Will call process reminders – Adam Thomas

- III. Veyo Operations Update – Veyo/MTM staff: 11:30 a.m. – 12:00 p.m.
 - a. Quality Assurance – Erick Schroeder, Contact Center Senior Manager
 - b. Education, Training & Outreach (ETO) – Jonathan Liegeois, Facility ETO Manager
 - c. Transportation Network – Colin Martin, Transportation Provider Network Manager
 - d. Call Center – Erick Schroeder

- IV. Open Discussion and Feedback: 12:00 p.m. – 12:25 p.m.

- V. Adjournment – 12:30 p.m.