

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

Department of Health Services (DHS)
Division of Medicaid Services (DMS)
Virtual Meeting
Thursday, June 1, 2023
10:30 a.m.–12:30 p.m.

- I. Welcome and Introductions – Maddie Valent, Benefits Support Section Manager, Bureau of Benefits Policy (BBP), DMS welcomed the group and initiated roll call of council members. Regan Batterman, Communications Specialist, BBP took attendance electronically.
- II. Highlighted Discussion Topics
- Four discussion topics of interest were highlighted for the council’s awareness and feedback:
 - Minor Transportation Manager – Adam Thomas, General Manager, Veyo/MTM introduced Joshua Dodge to the council and shared his contact information.
 - Public health emergency (PHE) unwinding – Regan Batterman provided an overview of the Medicaid renewal process and DHS messaging being shared with members.
 - MTM Link Discussion – Adam Thomas provided an overview of the branding transition from Veyo to MTM and the communication and training plan for the imminent transition to the Link technology platform. Council feedback included:
 - Sending letters to let members know of the branding transition and what will or will not change
 - Notifying hospitals early so they can conduct appropriate HIPAA security reviews
 - Assuring future materials have the same accessibility features as current materials
 - Gas mileage reimbursement reminders – Adam Thomas provided some tips for members to navigate the GMR system more easily and receive their reimbursement quickly.
- III. Veyo/MTM Operations Update
- Erick Schroeder, Quality Assurance Manager, gave an update on the reasons for complaints and data about complaint occurrences and resolutions.
 - Jonathan Liegeois, Education Training & Outreach Manager, gave an update on training and outreach efforts around the state.
 - Colin Martin, Transportation Provider Network Supervisor, gave an update on the transportation network, including the locations new providers were added.
 - Adam Thomas gave an update on call center operations including response and hold times, call distributions, and quality assurance measures.
- IV. Open Discussion and Feedback – Throughout the Veyo/MTM presentation, council members were able to ask questions. Themes of discussion included:
- Network density of specialized medical vehicles
 - Policy clarifications for additional riders
 - Complaint resolution letters revision
- V. Adjournment