

**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, March 2, 2022  
10:30 a.m.–12:30 p.m.

- I. Welcome and Introductions – Autumn Knudtson, Director, 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:
    - Public health emergency (PHE) unwinding – Regan Batterman provided an overview of the DHS NEMT team’s member outreach plan for the end of the PHE.
    - Rescue ride process – Adam Thomas, General Manager, Veyo/MTM provided a reminder of the process to get a trip rescue.
    - Quality Assurance spotlight – Erick Schroeder, Quality Assurance Manager, provided an overview of his team and the complaints process.
    - Member feedback: Telephone and SMS surveys – Beau Johnson, Contact Center Senior Manager, provided an overview of the member survey questions and how to access the surveys.
  
- III. 2022 Year in Review – Adam Thomas provided an overview of Veyo/MTM’s performance metrics in the calendar year 2022.
  
- IV. Veyo/MTM Operations Update
  - Adam Thomas and Beau Johnson gave an update on the transition to MTM technology platforms.
  - Colin Martin, Transportation Provider Network Supervisor, gave an update on the transportation network, including the locations new providers were added.
  - 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.
  - Beau Johnson, Contact Center Senior Manager, gave an update on call center operations including response and hold times, call distributions, and quality assurance measures.
  
- V. Open Discussion and Feedback – Throughout the Veyo/MTM presentation, council members were able to ask questions. Themes of discussion included:
  - Differences in will call vs. discharge rides
  - Recreation of NEMT business cards
  - Revision of complaint resolution letters
  - How to increase member feedback and engagement
  
- VI. Adjournment