

**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, December 7, 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
 - Three discussion topics of interest were highlighted for the council’s awareness and feedback:
 - Travel training – Shelby Turner, Travel Trainer, Veyo/MTM gave an overview of her role and the supports she can offer members to help them better understand NEMT services.
 - Veyo/MTM branding transition – Adam Thomas, General Manager, Veyo/MTM gave an update on transition activities, including:
 - Outreach efforts to members, healthcare providers, and transportation providers.
 - New gas mileage reimbursement options available in MTM Link, including a reloadable debit card.
 - The completed transition to MTM Link for transportation provider credentialing.
 - Program protocol refresher – Adam Thomas gave an overview of protocols such as on time expectations for drivers, standing order trip renewals, urgent transportation requirements, and unannounced vehicle inspections that often lead to questions or complaints. These protocols will stay the same after the transition to MTM Link.

- III. Veyo/MTM Operations Update
 - Will Knavel, Quality Assurance Manager, gave an update on the reasons for complaints and data about complaint occurrences and resolutions.
 - Colin Martin, Transportation Provider Network Manager, gave an update on the transportation network, including actions taken to continue to reduce unsuccessful trips.
 - Jas Blue, Education Training & Outreach Manager, gave an update on training and outreach efforts around the state.
 - Erick Schroeder, Contact Center Senior Manager, 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:
 - How stakeholders can help spread the word about the MTM Link transition
 - Parental consent forms and minor transportation policy
 - Clarifying questions about the Gainwell NEMT advocate vs. the Veyo member ombuds
 - Clarifying questions about MTM Link and new mileage reimbursement options

- V. Adjournment