

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

Wisconsin Department of Health Services (DHS)  
Division of Medicaid Services (DMS)  
Virtual Meeting  
Thursday, March 7, 2024  
10:30 a.m. – 12:30 p.m.

- I. Welcome and Roll Call – Autumn Knudtson, Director, Bureau of Benefits Policy (BBP), DMS welcomed the group and made a note that attendance would be taken. Regan Batterman, Communications Specialist, BBP took attendance electronically as the meeting went on.
- II. Highlighted Discussion Topic: 2023 in Review – Adam Thomas, General Manager, MTM/Veyo gave an overview of MTM/Veyo operations in 2023, including: total trips, call center performance, complaint rates, unsuccessful trip rates, and improvements to the transportation network.
- III. Highlighted Discussion Topic: Medicaid and BadgerCare Plus Transportation Advocate – Pamela Parker, the State of Wisconsin Transportation Advocate, introduced herself to the council and gave an overview of her role and responsibilities.
- IV. Highlighted Discussion Topic: MTM Link System Update – Adam Thomas reviewed progress since the switch from Veyo systems to MTM Link that occurred February 1. Topics discussed included: what went well and lessons learned immediately after the transition, utilization of MTM Link Facility and Member portals, and next steps going into 2024.
- V. Open Discussion and Feedback: Throughout the MTM/Veyo presentation, council members were able to ask questions. Themes of discussion included:
  - Complaint rates dropping and actions taken to reduce complaints
  - Number of members and common issues Transportation Advocate sees
  - How to schedule rides for members
  - MTM Link town halls
  - Different methods of communication to members from MTM
- VI. Adjournment – 12:30 p.m.