



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

Wisconsin Department of Health Services

Virtual Meeting

September 3, 2026

10:30 a.m. – 12:30 p.m.

Virtual Meeting Information

Join via phone: US: +1 669 254 5252

Join via Zoom: Meeting ID: 160 213 9008 Passcode:658429

Meeting Link: [Zoom Meeting](#)

Agenda

- I. Welcome and Roll Call: Maddie Valent, Section Manager, Bureau of Benefits Policy (BBP), Division of Medicaid Services (DMS), welcomed the group and gave an overview of meeting etiquette and the agenda. Attendance was taken electronically.
- II. DHS Updates
 - a. NEMT Vendor Transition: The Basics
 - i. Wisconsin State Law requires DHS to conduct a fair and competitive procurement process to select an NEMT vendor on a regularly scheduled

basis. On May 21, 2026, DHS issued the “notice of intent” to select Verida, Inc. as the new NEMT Vendor.

- b. What do members and providers need to know?
 - i. Members and providers do not need to do anything differently right now.
 - ii. DHS will continue to provide updates about the transition as more information is available. The vendor transition will not change the NEMT services that members are eligible for.
- c. How to learn more and stay informed
 - i. You can learn more here: [visit the NEMT vendor transition page.](#)
 - ii. You can sign up to receive NEMT emails related to the transition here: [sign up to receive emails](#)
 - iii. You can learn more about Verida, Inc. here: [Verida, Inc.](#)

III. MTM Q2 2026 Operations Review: Adam Thomas, Program Director, MTM, adthomas@mtm-inc.net

- a. Quality Assurance, Complaints: MTM gave an overview of reasons for complaints in Q1 of 2026
 - i. There was discussion between a TAC member and MTM about the quality assurance team and their efforts on reducing complaints. MTM highlighted that reducing complaints is a full team effort and not exclusive to the quality assurance team. The best way to reduce complaints is to find the best provider for that particular member and trip.
 - ii. A TAC member asked if HMOs could receive reports of complaints per HMO that reflect the complaint category. MTM is reviewing to see if that is something they can provide.
 - iii. There was discussion about no-show complaints and complaints overall increasing and decreasing. MTM and DHS highlighted their partnership in quality assurance initiatives over the last 18 months and doing deep dives into all providers and ensuring that certain metrics have been met according to the contract. This also included the detection of Fraud, Waste, and Abuse which resulted in some providers being removed from the network. This work has been done behind the scenes to ensure that there was as minimal of an impact on members as possible.
- b. Unsuccessful Trips: MTM gave an overview of unsuccessful trips at the program level, the minor trip level, and the critical care trip level
- c. Network Management: MTM gave an overview of turnbacks and MTM’s efforts to reduce trip turnbacks
- d. Gas Mileage Reimbursement (GMR): MTM gave an update on GMR tracking and logging on the mobile app

- i. DHS encouraged members to schedule trips and receive reimbursement by following the GMR process. There have been an increased number of fair hearings and complaints requesting GMR from trips that happened over a year ago.
 - 1. For more information, please see our [GMR Guide](#).
 - e. Call Center: MTM gave an overview of the call center's performance during Q2 of 2026
- IV. Highlighted Discussion Topics:
 - a. Program Forms
 - i. Level of Need (LON) Form
 - 1. This form documents the most appropriate transportation mode based on a member's functional abilities and is completed by health care professionals.
 - ii. Distance Verification Form (DVF)
 - 1. This form documents clinical justification for travel to a health care facility more than 100 miles from a member's residence and is completed by health care professionals.
 - iii. Meals & Lodging Form
 - 1. This form documents the information required to arrange accommodations for long-distance travel.
 - 2. MTM noted that if a member needs a commercial flight, MTM would work that out with the member through the DVF and M&L forms depending on where the member is going. MTM works with the member on the best way to get them from Point A to Point B.
 - a. MTM recommends members scheduling complex travel (that includes M&L and flights) as soon as possible. Two weeks is ideal to schedule and provide the itinerary and accommodations for the member.
 - iv. Parental Consent Form
 - 1. The form documents parent or guardian consent for a minor member (ages 4-15) to travel without a parent or guardian present and is completed by the parent or guardian.
 - v. Parental Exception Consent
 - 1. This form documents parent or guardian consent for a minor member (ages 4-11) to temporarily travel without other minor member(s) or attendant in the vehicle.
 - vi. Facility Consent

1. This form authorizes a minor member (ages 4-11) to temporarily travel without an attendant or other minor member(s) in the vehicle and is completed by health care professionals.
- vii. Form Information
 1. All forms can be found on MTM's website.
 - a. <http://www.mtm-inc.net/Wisconsin/members>
 - b. <http://www.mtm-inc.net/Wisconsin/facilities>
- V. Open Discussion and Feedback
 - a. There was a lot of discussion about the timeline of when a member will be assigned a provider/driver for a trip and be notified of that. MTM discussed the process of connecting a provider with a member and the expectations of the provider during pick-ups.
- VI. Adjournment – 12:30 p.m.