

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

Wisconsin Department of Health Services  
Virtual Meeting  
December 4, 2025  
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 7892964  
Passcode: 540356

Meeting URL: <https://dhs.wi.zoomgov.com/j/1607892964?pwd=vYborNllwv1n6Qknrbr3NBxMeRkKj4.1>

## 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. Alivia Lindorfer, Program and Policy Analyst, took attendance electronically.
  - a. Staff Updates
    - i. DHS
      1. Aimee O'Connor, Contract Monitor – [aimee.speedoconner@dhs.wisconsin.gov](mailto:aimee.speedoconner@dhs.wisconsin.gov)
    - ii. MTM
      1. Lydia Buckmeier, Education, Training, & Outreach Advocate – [co.wi@mtm-inc.net](mailto:co.wi@mtm-inc.net)
        - a. For clarity, if a TAC member previously contacted Jas Blue about member complaints, please contact Lydia now.
      2. Openings
        - a. Assistant General Manager/Director of Operations
        - b. Transportation Support Trainer
- II. Closing the Loop: Adam Thomas, Program Director, MTM [adthomas@mtm-inc.net](mailto:adthomas@mtm-inc.net)
  - a. Q3 TAC Documents – Published on [DHS Website](#)
    - i. Documents from previous TACs are housed on the [DHS website](#). This includes the 2025 Q3 Agenda, Slides, and meeting minutes.
    - ii. After receiving feedback from TAC members, DHS will also be posting the link to future TAC meetings on the DHS website.
- III. MTM Q3 2025 Operations Review: Adam Thomas

- a. Quality Assurance, Complaints – MTM gave an overview of reasons for complaints in 2025 Quarter 3
    - i. There was discussion about the ratio of complaints made to substantiated complaints. DHS explained that DHS reviews 100% of the complaints that come in and make sure that we agree with MTM. The rate of unsubstantiated complaints is about 15% and there is variance depending on trip type.
    - ii. There was also discussion about how an unsubstantiated complaint is determined, or what happens when a complaint is subjective, such as a dirty van. MTM explained that when complaints are subjective, MTM has been taking the position of substantiating based on member feedback. In the case of investigating complaints of dirty vans, MTM will do investigations of vehicles (which is already part of contractual requirements) and unannounced inspections to ensure members are safe and there isn't something problematic about a vehicle.
  - 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 – MTM gave an update on Gas Mileage Reimbursement tracking and logging on the mobile app
  - e. Call Center – MTM gave an overview of the Call Center's performance.
- IV. Highlighted Discussion Topics:
- a. Additional Critical Care Trip Reason – Sickle Cell Disease (SCD)
    - i. Effective on 1/1/26, sickle cell disease treatment will be added as a critical care trip reason.
      - 1. Wisconsin is participating in a grant and found out that transportation to SCD treatment can be a barrier and that's why it's being added.
      - 2. Can be booked up to and on same day and will be managed by MTM's Critical Care Team
  - b. End of Year Holiday Preparation
    - i. End of Year Holidays include the month of December and the beginning of January
      - 1. The goal is to ensure seamless transportation during the holiday season for members
      - 2. Call center will remain open 24/7
  - c. Winter Weather Operations
    - i. This is specifically regarding any snow, ice, or extreme cold that could reduce NEMT transportation capacity or make travel dangerous
      - 1. Guiding principles
        - a. Safety first
        - b. Communication
        - c. Life-sustaining and urgent trips

