

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

Wisconsin Department of Health Services
Virtual Meeting
June 4, 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 URL:

<https://dhs.wi.zoomgov.com/j/1602139008?pwd=BFkpA5d8z5mUWtbjPQMfz2CXhetoPd.1>

Agenda: DHSNEMTInfo@dhs.wisconsin.gov

- 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.
- 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. Staff Updates – Adam Thomas, Program Director, MTM adthomas@mtm-inc.net
 - a. MTM
 - i. Openings
 1. Transportation Support Trainer
- IV. MTM Q2 2025 Operations Review:

- a. Quality Assurance, Complaints: MTM gave an overview of reasons for complaints in Q1 of 2026
- b. Unsuccessful Trips: MTM gave an overview of unsuccessful trips at the program level, the minor trip level, and the critical care trip level
 - i. At the program level, network and provider changes led to disruption and increase in unsuccessful trips. MTM is working to address this.
- 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.
- e. Call Center: MTM gave an overview of the Call Center's performance during Q1 of 2026.
 - i. There was some discussion from TAC members about the IVR and the 240 second SLA for calls. DHS explained the need for the SLA and how it does not affect customer service to members who need more time. MTM also shared how to bypass the IVR system.

V. Highlighted Discussion Topics:

- a. MTM Link – Member App and Online Portal
 - i. The mobile app gives the member the ability to: request a new trip, view scheduled trips, cancel trips that you no longer need, view real-time updates from your driver, and submit gas mileage reimbursement (GMR).
 - 1. There are some restrictions and times when a member must call the call center: trips with less than 2 business days' notice (except GMR), GMR trips over 45 miles, cab, paralift, and stretcher trips over 100 miles, trips for minor members without a parent, guardian, or other adult escort.
 - a. Scheduled trips may be changed as long as: a transportation provider has not been assigned, and the trip is not scheduled for that day.
 - 2. MTM walked the TAC members through the home screen, viewing scheduled trips, requesting a new trip, canceling an existing trip, using the Where's My Ride feature, activating a will-call ride, and claiming GMR in the mobile app.
 - ii. The member online portal gives members the ability to: request a new trip, view scheduled trips, cancel trips that are no longer needed, and view real-time updates from their driver. The online portal does not support mobile GMR claiming and will-call pick-up activation.
 - 1. MTM walked the TAC members through viewing scheduled trips, requesting a new trip, and canceling an existing trip on the member online portal.
- b. MTM Link – Facility Portal
 - i. The facility portal gives you the ability to: request a new trip for the member, view scheduled trips by member, or for your specific facility, cancel trips that the member no longer needs, and view real-time driver updates.
 - 1. MTM walked TAC members through requesting a new trip, viewing rides, and tracking rides in the facility portal.

VI. Open Discussion and Feedback:

VII. Adjournment – 12:30 p.m.