

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

Wisconsin Department of Health Services
Virtual Meeting
September 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: 160 605 2642

Passcode: 655124

Meeting URL: <https://dhs.wi.zoomgov.com/join/1606052642>

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. Deann Davidson, Benefits Support Communication Specialist – deann.davidson@dhs.wisconsin.gov
 2. Jim Dashiell, Contract Monitor, accepted a new position in the department at the end of July. Please contact the DHSNEMTInfo@dhs.wisconsin.gov for assistance.
 - ii. MTM
 1. Tim Hopfensperger is no longer on the Wisconsin DHS program and a replacement is being sourced.
- II. Closing the Loop: Adam Thomas, General Manager, MTM adthomas@mtm-inc.net
 - a. Gas Mileage Reimbursement (GMR) and Member Trip Guides – Status Update
 - i. MTM shared that the GMR guide was published and available on both [MTM's](#) and [DHS's NEMT](#) websites.
 - ii. TAC members had positive feedback about these guides and thought they would be useful for their clients.
 - iii. TAC members also had comments about the app and how it should be used more. Members shared some concerns about only using the app, such as:
 1. Elderly clients
 2. Those not comfortable with technology

3. Those living in areas of the state with limited cellular and internet service
 - iv. MTM and DHS shared that the app is great but that paper logs will still be accepted so that no members are excluded. The MTM Community Outreach email address was put in the chat for members who needed to reach out with questions about the app. Email: CO-WI@mtm-inc.net
 - b. Meals & Lodging – Verbal Form Completion
 - i. MTM gave an overview of Meals & Lodging eligibility and noted that some members find it difficult to get the required forms completed and returned in a timely manner. To address this issue, MTM’s Member Travel Team now uses newly developed electronic forms to collect information directly from healthcare professionals over the phone.
 1. Overall, TAC members thought this was a great update and would make filling out these forms easier. TAC members asked:
 - a. If elderly clients could receive lodging the day before and after
 - b. If there had been any issues with healthcare providers filling out the forms verbally because they were concerned about violating HIPPA
- III. MTM Q2 2025 Operations Review: Adam Thomas
 - a. Quality Assurance, Complaints – gave an overview of reasons for complaints in 2025 Quarter 2
 - b. Unsuccessful Trips – gave an overview of unsuccessful trips at the program level, the minor trip level, and the critical care trip level
 - c. Network Management – gave an overview of turnbacks and MTM’s efforts to reduce trip turnbacks
 - i. There was discussion on if turnbacks negatively affect a provider
 - d. Gas Mileage Reimbursement – Gave an update on Gas Mileage Reimbursement tracking and logging on the mobile app
 - i. A TAC member noted that the Zoom link wasn’t available on the [council website](#) like it is for other state committees and councils. DHS said that they would look into that for future meetings.
 - ii. There was discussion surrounding the need of making location available when using the app.
 - e. Call Center – gave an overview of the Call Center’s performance
- IV. Highlighted Discussion Topics:
 - a. Parental Consent Forms – MTM discussed who needs parental consent forms (minors age 4-15), who completes them (parents/guardians), and how they are submitted (online, fax, mail, or healthcare facilities can coordinate).
 - i. These forms can be found at <https://www.mtm-inc.net/wisconsin/members/>
 - ii. There was discussion around how it would be handled if there was a minor being seen for a service that their parent/guardian didn’t need to have knowledge of, such as family planning. DHS will take this back for policy review.
 - b. On-Demand Transportation Operation – Madison/Dane County

- i. MTM shared that they are launching an on-demand independent driver operation in Madison/Dane County. This is a behind-the-scenes operation and will not change how members or facilities schedule trips or driver trip requirements. These vehicles will be identified as VeyoRide.
 - 1. Discussion around this topic included:
 - a. If this model was available to Tribal Nations
 - b. If Independent Driver Providers (IDPs) are wheelchair accessible
 - c. Why this is called VeyoRide if it is part of MTM
 - d. Is this transportation covered by Medicaid under the NEMT benefit

V. Open Discussion and Feedback

- a. There was discussion about the following:
 - i. When the minutes and taping would be available and sent out to TAC members
 - ii. More questions about the IDPs and on-demand model

VI. Adjournment – 12:30 p.m.