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

Wisconsin Department of Health Services
Virtual Meeting
June 5, 2025
10:30 a.m. – 12:30 p.m.

I. <u>Welcome and Roll Call –</u> Maddie Valent, Section Manager, Bureau of Benefits Policy (BBP), Division of Medicaid Services (DMS), welcomed the group and gave an overview of the agenda. This included introducing the new NEMT Program and Policy Analyst, Alivia Lindorfer and announcing the departure of Erran Daniels, Communication Specialist in May of 2025. Alivia Lindorfer took attendance electronically.

II. <u>Closing the Loop</u> – Maddie Valent and Adam Thomas, Program Director (MTM), reviewed and requested TAC team input on the two new informational guides for scheduling rides and Gas Mileage Reimbursement (GMR). Adam also introduced several documents on the MTM website that have been recently translated in Spanish and Hmong.

III. <u>MTM Q2 2025 Operations Review</u> – Adam Thomas, gave an overview of MTM NEMT operations from quarter one (Q1) of 2025, including total trips, call center performance, complaint rates, unsuccessful trip rates, MTM Link App usage, and improvements to the transportation network. Adam Thomas also reviewed the new quality assurance program MTM is implementing for substance use disorder (SUD) treatment facilities.

IV. <u>Highlighted Discussion Topic(s)</u> – Adam Thomas, led a discussion around two topics:

• MTM Link Member App – reviewed how the MTM Link Member App is an additional resource for members to schedule, review, modify, and cancel trips. Members can also track their driver to know where they are in process of pick up for appointments. Members can also track their gas mileage reimbursement (GMR) through the MTM Link Member App, which removes the need to submit trip logs.

• MTM Link Facility Portal – reviewed how the MTM Link Facility portal is a resource for facility providers to schedule, review, modify, and cancel trips. The facility can also track the driver for members to know where they are in process of pick up from appointments.

V. <u>Adjournment</u>