

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

Wisconsin Department of Health Services
Virtual Meeting
March 5, 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:

- 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. MTM
 1. Shunta Lewis, Director of Operations – shulewis@mtm-inc.net
 2. Openings
 - a. Transportation Support Trainer
- II. Survey Questions: Adam Thomas, Program Director, MTM adthomas@mtm-inc.net
 - a. Sickle Cell Disease Treatment
 - i. Sickle Cell Disease Treatment was added as a critical care trip reason starting on January 1, 2026. Please reach out to the NEMT Inbox with questions, comments or concerns. You can also reach out to Lydia at MTM at co-wi@mtm-inc.net or (636)329-7634
 - b. Driver approvals
 - i. Following the upload of all accurate and up-to-date credentials, MTM will review and approve or deny within 3-5 business days. Ensuring credentials are compliant, complete and legible facilitates approval. These credentials need to be complete and legible.
 1. A TAC member shared that they had been encountering driver approvals taking longer than 3-5 business days. MTM replied that someone from their team would connect with the member directly about this issue.
 - c. Managed Care Organization (MCO) Transportation Benefits
 - i. MTM holds other transportation contracts serving Medicaid members in the state of Wisconsin. iCare/Inclusa contracts with MTM for transportation and is currently expanding their service area network across the state.

1. These contracts are separate and distinct from the WI NEMT Contract for Medicaid and BadgerCare Plus members. These contracts are administered directly by each MCO and will not be addressed during TAC meetings.
 - a. Questions for Inclusa: nburmeister1@inclusa.com
 - b. General MTM inbox: providerswi@mtm-inc.net
 - c. Driver Opportunities: <https://www.mtm-inc.net/driverswanted/>
- ii. MTM manages the NEMT benefit for members enrolled in: Wisconsin Medicaid (including IRIS), BadgerCare Plus, Family Planning Only Services, Tuberculosis-Related Services Only Benefit, and Express Enrollment for BadgerCare Plus.
- iii. The transportation benefit for members enrolled in Family Care, Family Care Partnership, and Program of All-Inclusive Care for the Elderly (PACE) is administered directly by each MCO. MTM may or may not have a contract with an MCO to manage the transportation benefit.
 1. MTM confirmed that there was a different phone number and call center for the DHS NEMT program and transportation provided by MTM through MCO contracts.
 2. DHS confirmed that any questions related to the implementation and operations of transportation for MCO members should go to iCare or Inclusa, including questions regarding the call center, scheduling, and operations.

III. MTM 2025 Operations Review

- a. This is a review of all of 2025 rather than just Q4 of 2025. Overall, the number of unique members, IDPs, and vehicles is up. Trips and transportation providers remained even year over year and overall calls taken are down.
- b. Quality Assurance, Complaints: MTM gave an overview of reasons for complaints throughout 2025.
 - i. A TAC member asked if there was a way to file a complaint on the app. Filing complaints is a highlighted discussion topic, so the answer to this was covered later in the meeting.
- c. Unsuccessful Trips: MTM gave an overview of unsuccessful trips at the program level, the minor trip level, and the critical care trip level
- d. Network Management: MTM gave an overview of turnbacks and MTM's efforts to reduce trip turnbacks
- e. Gas Mileage Reimbursement (GMR): MTM gave an update on Gas Mileage Reimbursement track and logging on the mobile app
 - i. There was discussion about customers reporting issues or limitations using the app's mileage reimbursement process. MTM shared that when there are issues, MTM's development and technology teams work to find the root cause.
 - ii. There was discussion about phone numbers and if a member's phone number can cause problems in using the app for gas mileage reimbursement. MTM confirmed that phone numbers should not have an effect.
 - iii. A TAC member asked if trips over 100 miles can be scheduled through the app. DHS confirmed that GMR trips over 40 miles must be scheduled by phone and shared the links to the [Trip Scheduling Guide](#) and the [GMR Fact Sheet](#).
- f. Call Center: MTM gave an overview of the Call Center's performance

IV. Highlighted Discussion Topics:

- a. Complaint Process
 - i. After a complaint is filed, an investigation into the complaint is conducted. After the investigation, corrective action takes place whenever possible and a resolution letter is

sent to the member. MTM analyzes complaint information to identify trends and establish practices intended to prevent future complaints.

- ii. MTM discussed why a member would file a complaint and shared that the most common complaint issues are: missed trips, late pick-ups, turnback issues, and driver issues.
 - iii. Complaints can be filed by members, representatives of members (family member, advocate, caretaker, case manager/social worker), or healthcare representatives and facilities.
 - iv. Complaints can be filed directly with MTM:
 1. Call Center: (866)907-1493
 2. Online: www.mtm-inc.net/wisconsin
 3. By Mail: MTM Quality Assurance
8383 Greenway Blvd.
Suite 400
Middleton, WI 53562
 - v. Complaints can also be filed with ForwardHealth Member Services and Wisconsin Department of Health Services (DHS)
 1. ForwardHealth Member Services: Call (800)362-3002 or email memberservices@wisconsin.gov
 2. WI DHS: Email DHSNEMTInfo@dhs.wisconsin.gov
 - vi. MTM discussed the complaint process in depth and what the member should expect during investigations and possible corrective actions based on the finding of the investigation.
 - vii. Members can expect a resolution letter within ten (10) business days of complaint submission or an update letter if the complaint has not been resolved within 10 business days.
 1. For any complaints that are not resolved within 10 business days, the Quality Assurance team will send members a letter documenting the complaint resolution within thirty (30) business days.
 2. Resolution communication will always go directly to the member, even if the complaint was originally made by someone else.
 - viii. If a member disagrees with MTM's determination, they may escalate through these options:
 1. Request a second review by calling MTM at (866)907-1493 and speaking with a member ombudsman
 2. Contact ForwardHealth Members Services at (800)362-3002 or memberservices@wisconsin.gov
 3. Contact WI DHS at DHSNEMTInfo@dhs.wisconsin.gov
 4. Request a Fair Hearing from the Division of Hearings and Appeals (DHA).
 - a. Call the Madison office of DHS at (608)266-7709
 - b. Write to: Division of Hearings and Appeals
PO Box 7875
Madison, WI 53707
- b. Gas Mileage Reimbursement (GMR) – Updates and Trip Log Submission Tips
- i. MTM discussed the steps for GMR before a member's trip, on the day of the member's appointment, and after the member's trip.
 1. The [GMR Fact Sheet](#) provides information for members.

- ii. MTM announced the new GMR Call Center Team
 - 1. This team of specialists acts as an immediate point of escalation for callers who have a concern with GMR that cannot be solved by a front-line call center agent.
 - iii. MTM discussed common reasons that paper trip logs are rejected.
 - 1. These reasons include: erasing and rewriting in pencil, scratching out and rewriting information, using white-out, submitting prior to a member's appointment, or submitting without healthcare facility signature/stamp or member signature.
- V. Open Discussion and Feedback
 - a. MTM and DHS followed up on an earlier question and confirmed that there is not a way to submit a complaint on the app.
 - b. There was discussion about trip log signatures and if the doctor needs to sign anything on the app if the member is not using paper trip logs. MTM confirmed that if a member is tracking GMR using the app, the GPS feature in the app negates the need for a signature from the doctor or facility because GPS confirms the member was at their appointment.
 - c. There was significant discussion regarding ambulances, MTM, delayed payments, and providers' access to denial and remittance files. Multiple ambulance companies shared similar concerns.
 - i. MTM shared that they were aware of these issues and were continuing to work on the issues and will escalate it internally to determine different troubleshooting options.
 - ii. DHS asked that all TAC member's experiencing issues regarding ambulance transportation to reach out and send an email to DHSNEMTInfo@dhs.wisconsin.gov
- VI. Adjournment – 12:30 p.m.