



MTM | State of Wisconsin Dept. of Health Services

December 4, 2025

Agenda

Program Review Period: Q3 2025

DHS Staff Updates

MTM Staff Updates

MTM Closing the Loop

- Q3 TAC Documents – Published on DHS Website

Q3 2025 Operations Review

- Quality Assurance, Complaints
- Unsuccessful Trips
- Network Management
- Gas Mileage Reimbursement
- Call Center

Highlighted Discussion Topics

- Additional Critical Care Trip Reason – Sickle Cell Disease
- End of Year Holiday Preparation
- Winter Weather Operations
- Federal Funding Impact

Appendix



Staff Updates

DHS

- Aimee O'Connor: Contract Monitor
aimee.speedoconnor@dhs.wisconsin.gov

MTM

- Lydia Buckmeier: Education, Training & Outreach Advocate
co-wi@mtm-inc.net
- Openings
 - Assistant General Manager / Director of Operations
 - Transportation Support Trainer



MTM Closing the Loop

Q3 2025 TAC Materials



Q3 2025 TAC Materials

All materials from the Q3 TAC meeting have been published on the DHS website: www.dhs.wisconsin.gov/nemt/tac.htm

- Sept. 2025 Agenda
- Sept. 2025 Recording
- Sept. 2025 Minutes
- Sept. 2025 Presentation

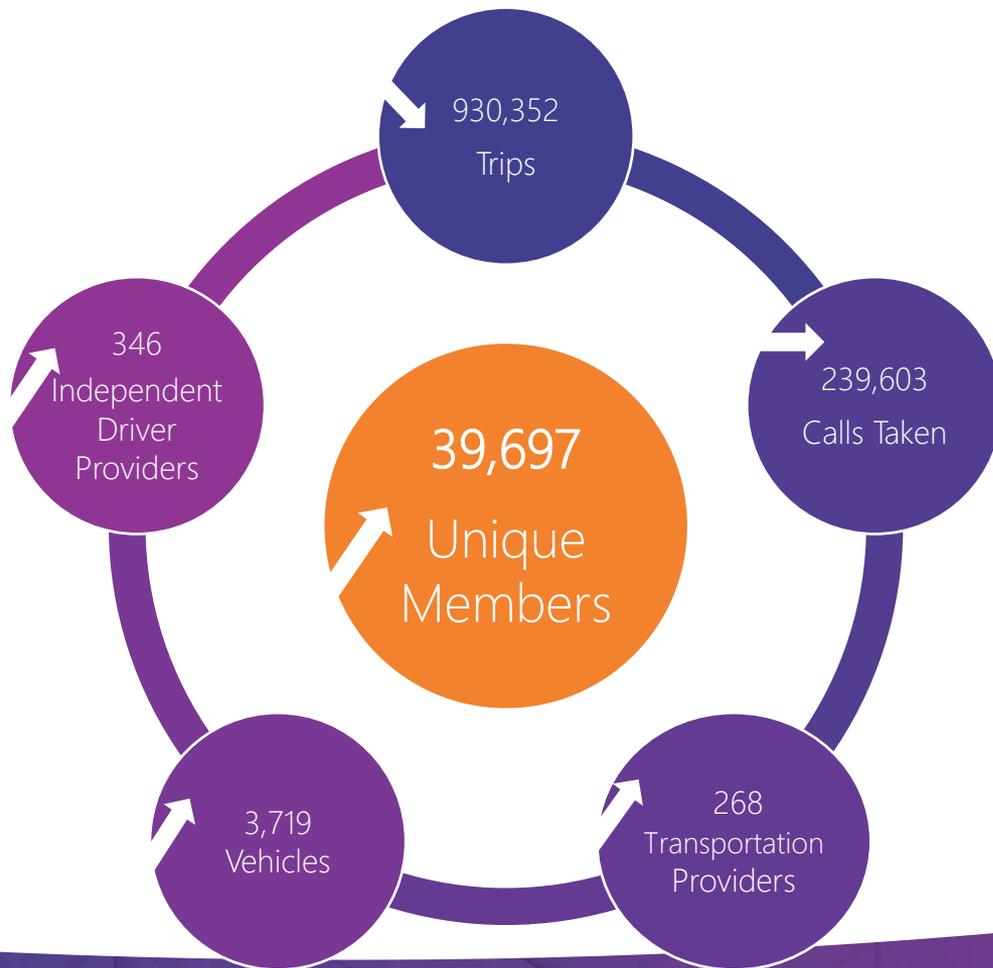
The screenshot shows the official website of the Wisconsin Department of Health Services. The page is titled "Medicaid: Transportation Advisory Council". It includes a navigation menu with categories like "About DHS", "Data & Statistics", "Diseases & Conditions", "Health Care & Coverage", "Long-Term Care & Support", "Prevention & Healthy Living", "For Partners & Providers", and "Certification, Licensure & Permits". The main content area is divided into sections: "Non-Emergency Medical Transportation Home", "Manager Information", "Partner Resources", and "Transportation Advisory Council". The "Transportation Advisory Council" section contains a description of the council, a "Meeting schedule" (first Thursday of the month in March, June, September, and December), "Upcoming meetings" (Thursday, December 4, 2025, 10:30 a.m.-12:30 p.m.), and "Past meeting materials" for 2025, which includes links to the Sept. 2025 Agenda, Recording, Minutes, and Presentation.



Q3 2025 Operations Review



Review Period Q3 2025



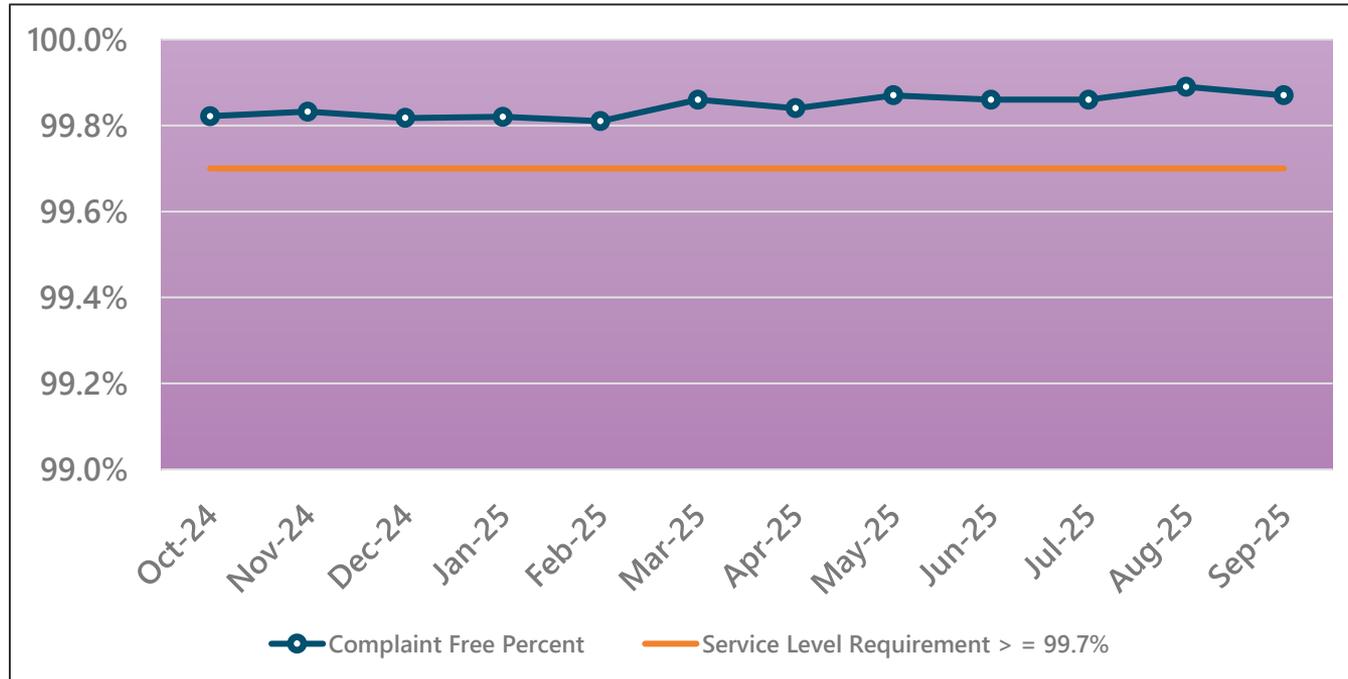


Quality Assurance: Substantiated Complaints





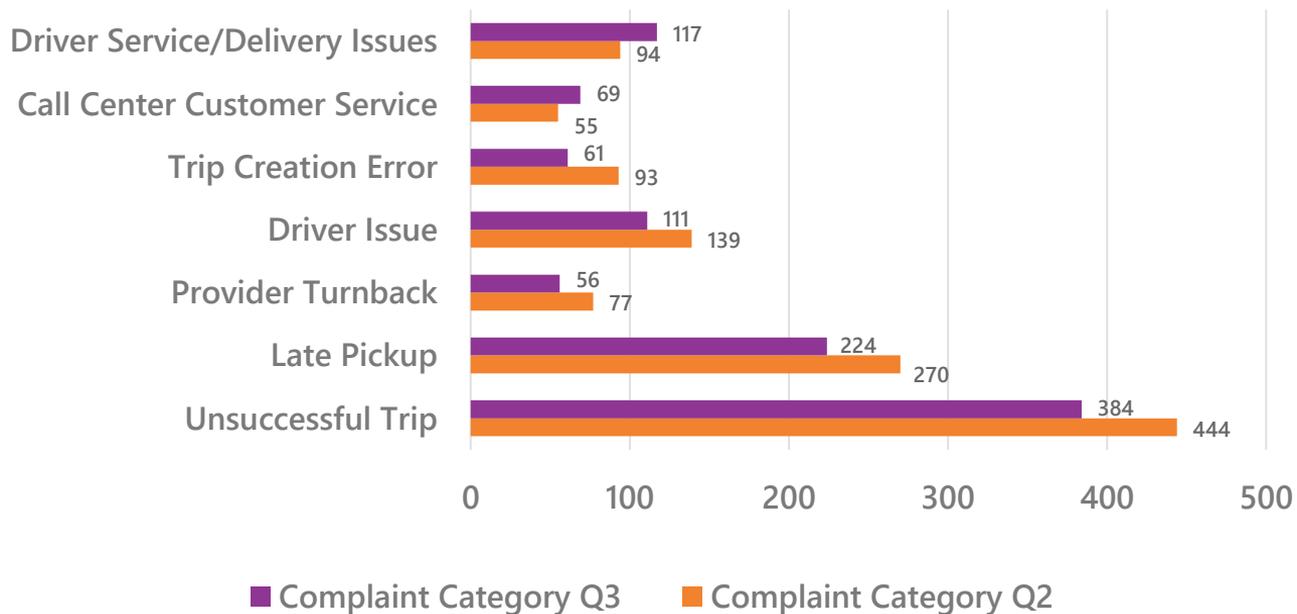
Quality Assurance: Complaint Free Percent





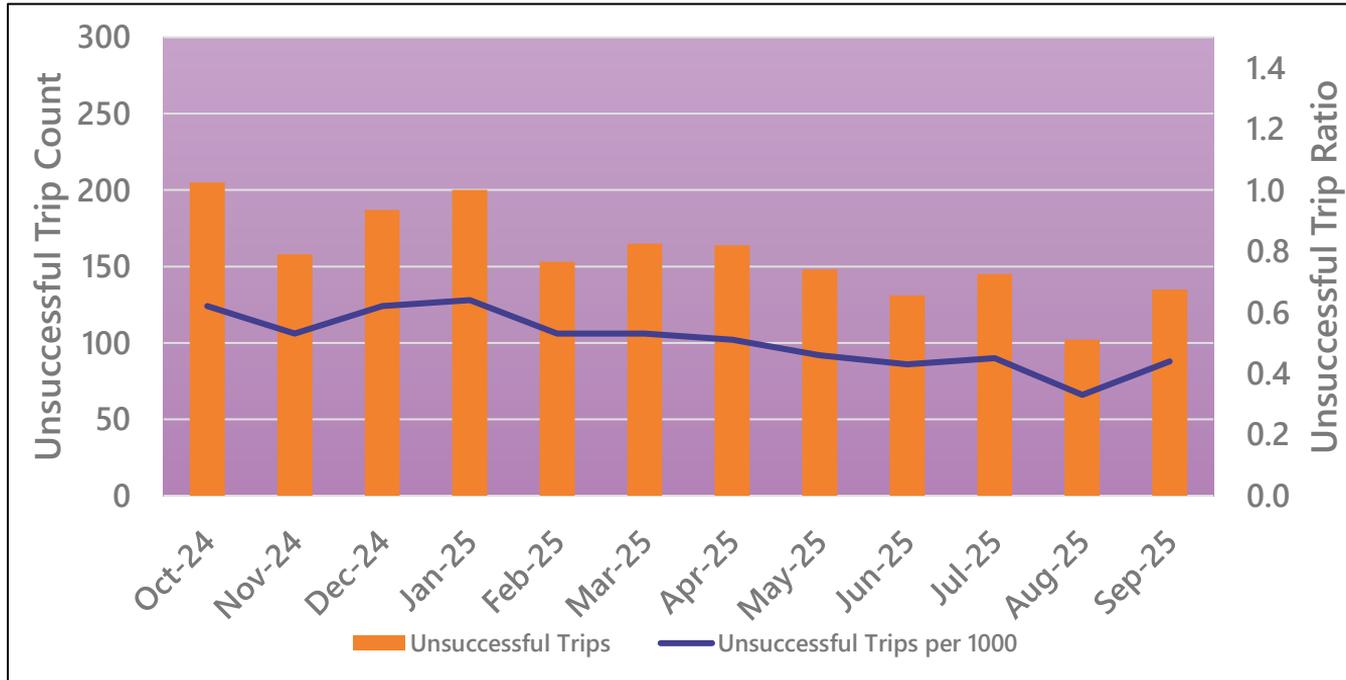
Quality Assurance: Substantiated Complaints by Category

Complaints by Category Comparison



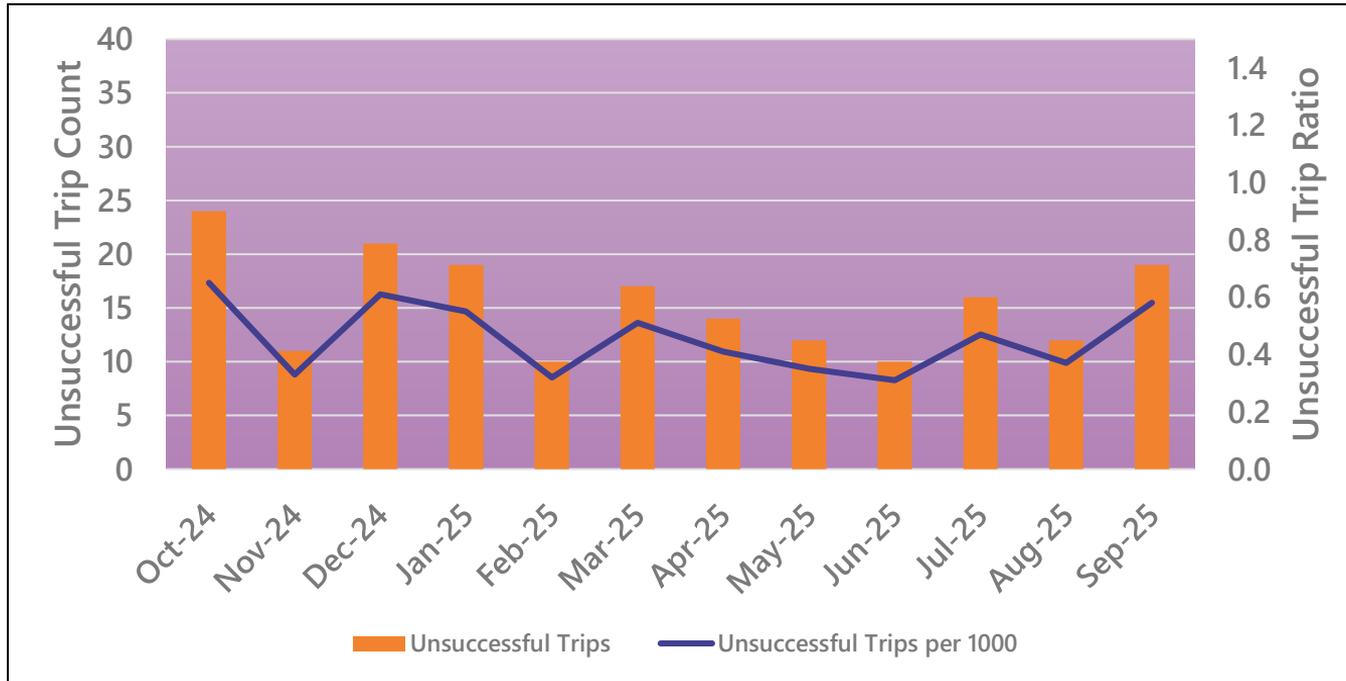


Unsuccessful Trips: Program Level



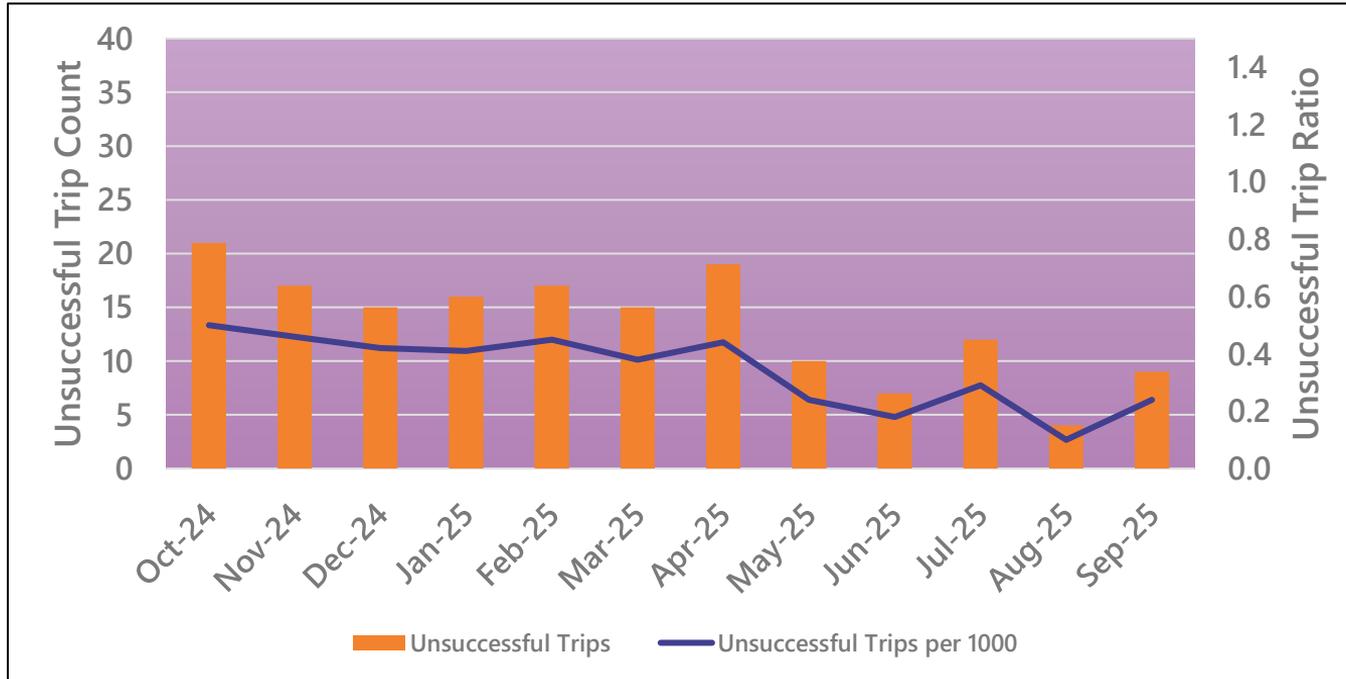


Unsuccessful Trips: Critical Care Trip Level





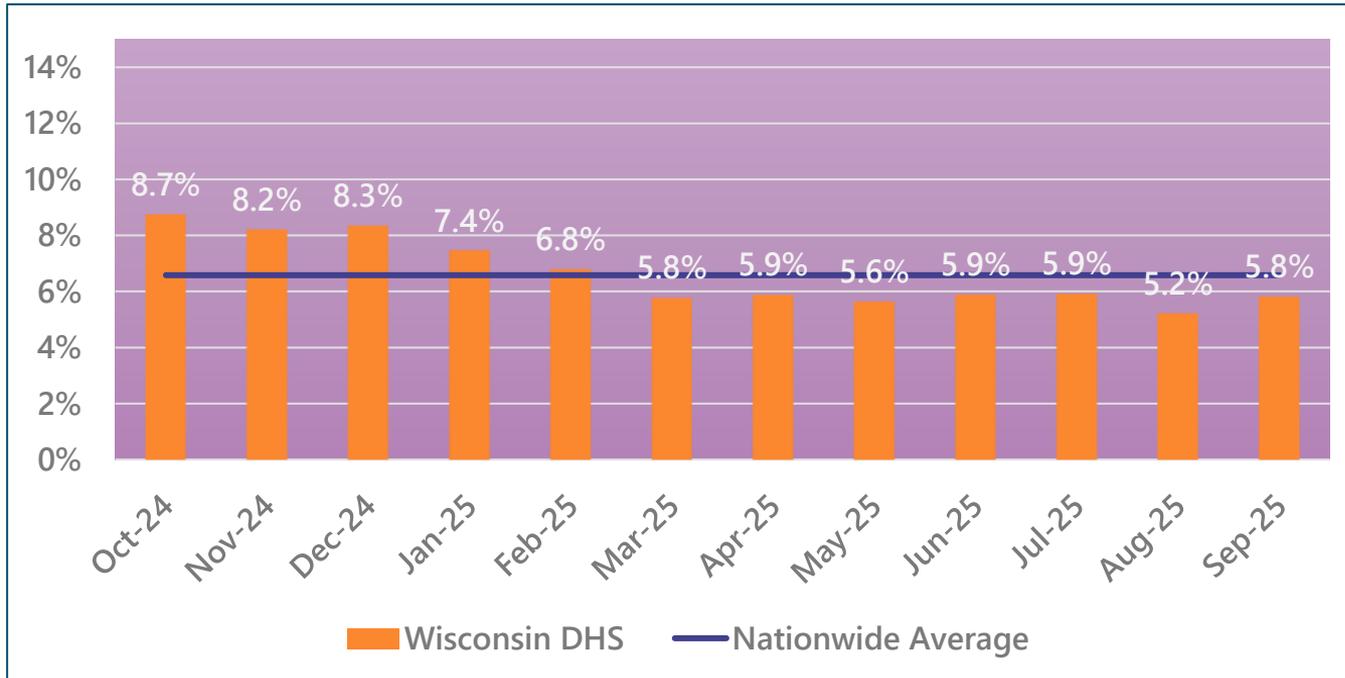
Unsuccessful Trips: Minor Trip Level





Transportation Provider Turnbacks

Statewide Turnback Percentage





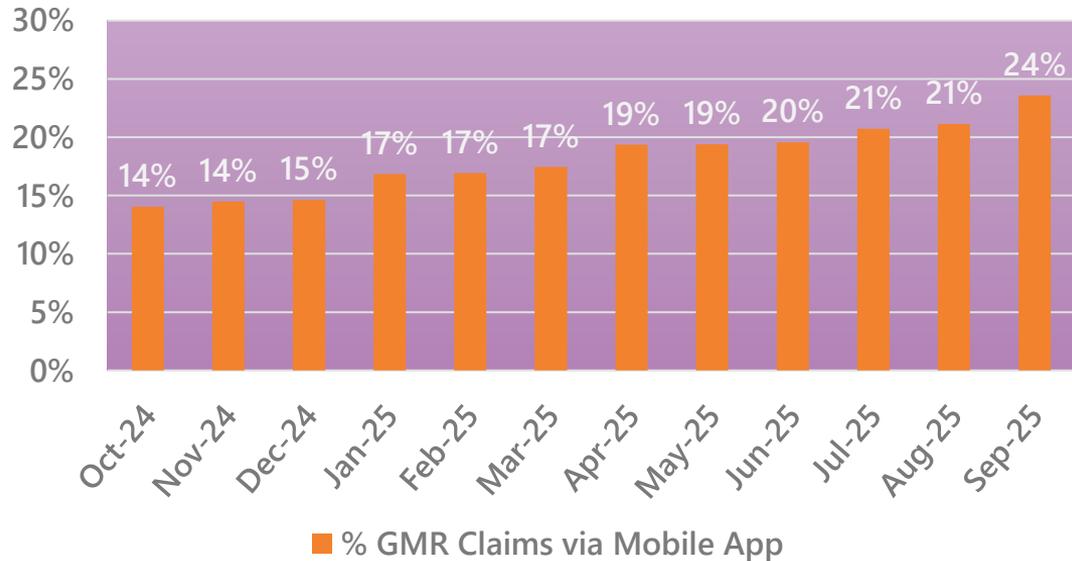
Gas Mileage Reimbursement: Mobile App Claim Trend

Members have two options to submit GMR claims:

- Paper trip logs
- Online via the MTM Link Mobile App (*"I'm here" functionality*)

The percentage of claims submitted via the mobile app is increasing.

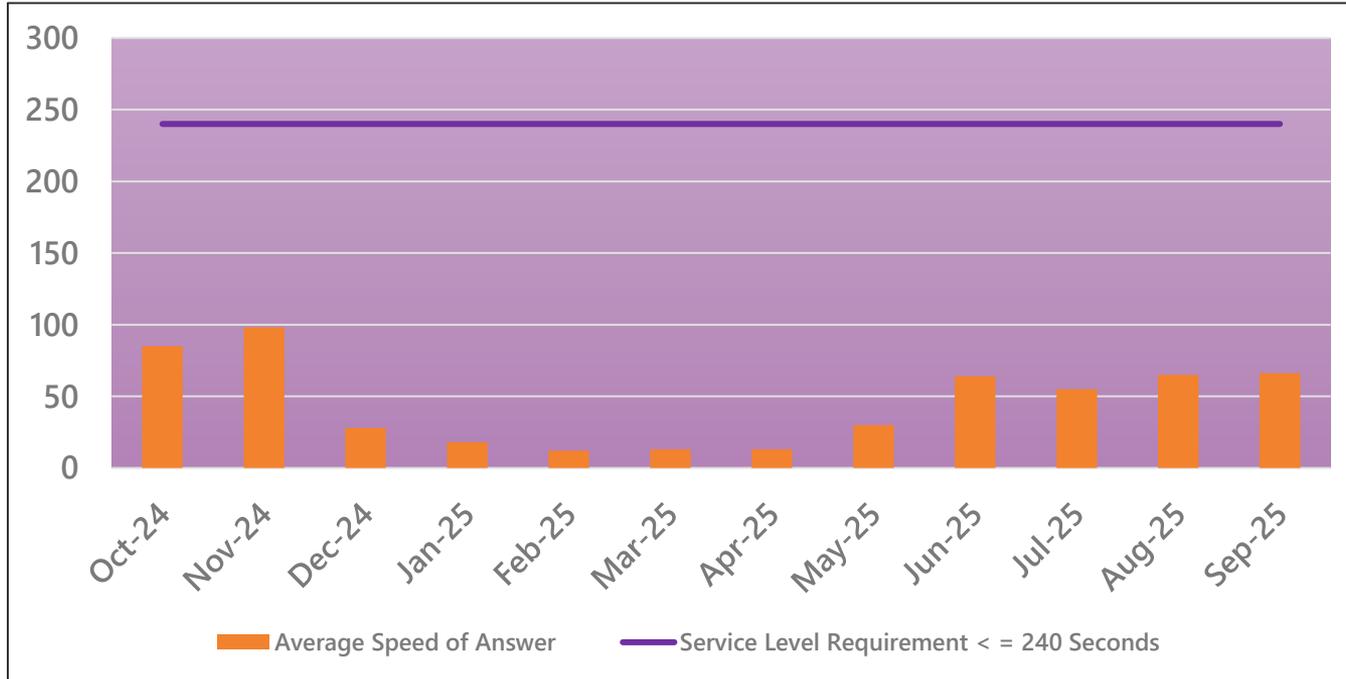
Mobile app submissions can be processed more efficiently, resulting in faster reimbursements to members.



For MTM LINK Mobile App technical assistance, please call: 888-597-1189
Please contact the Call Center for assistance with paper trip logs 866-907-1493

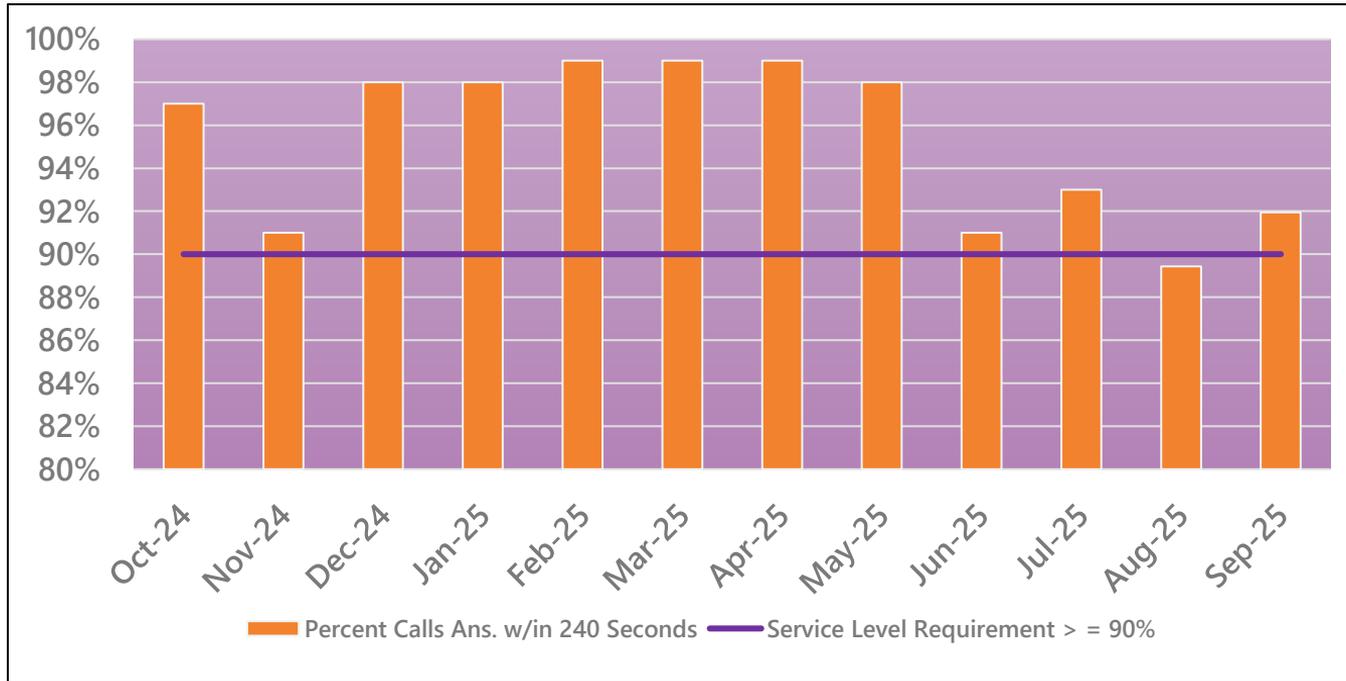


Call Center: Average Speed to Answer in Seconds



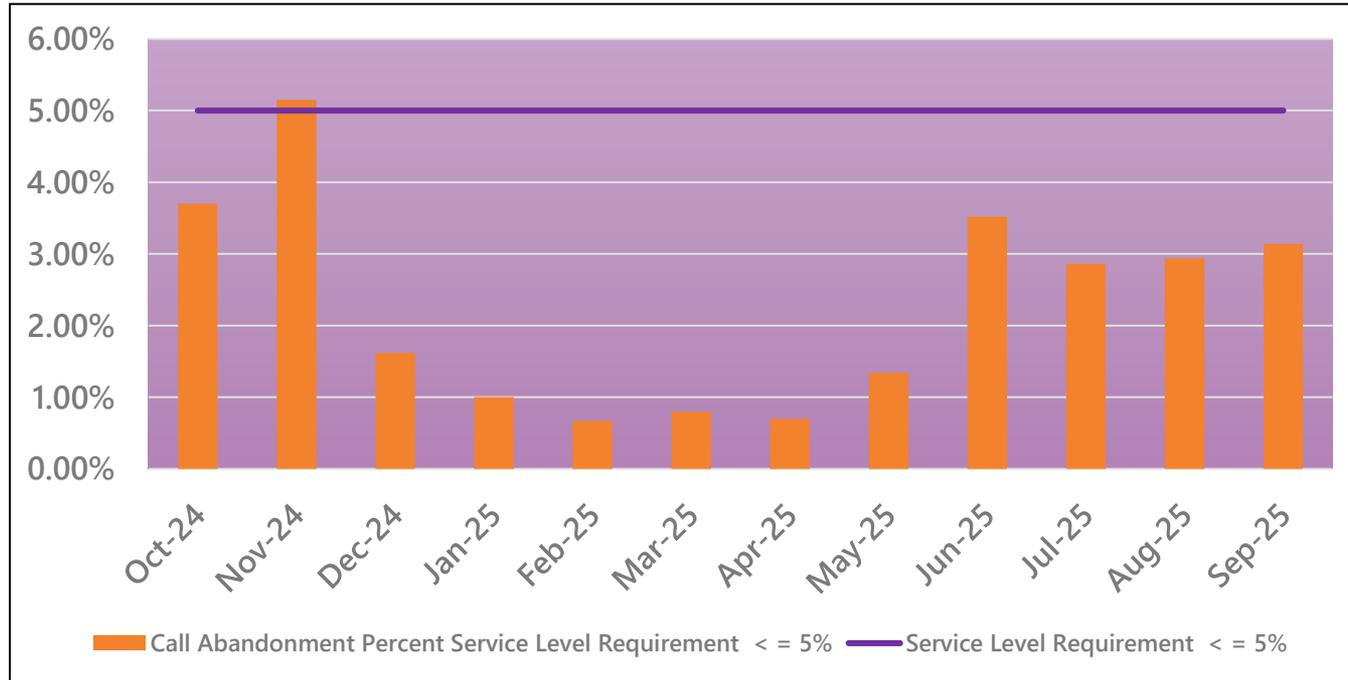


Call Center: Average Speed to Answer in Seconds



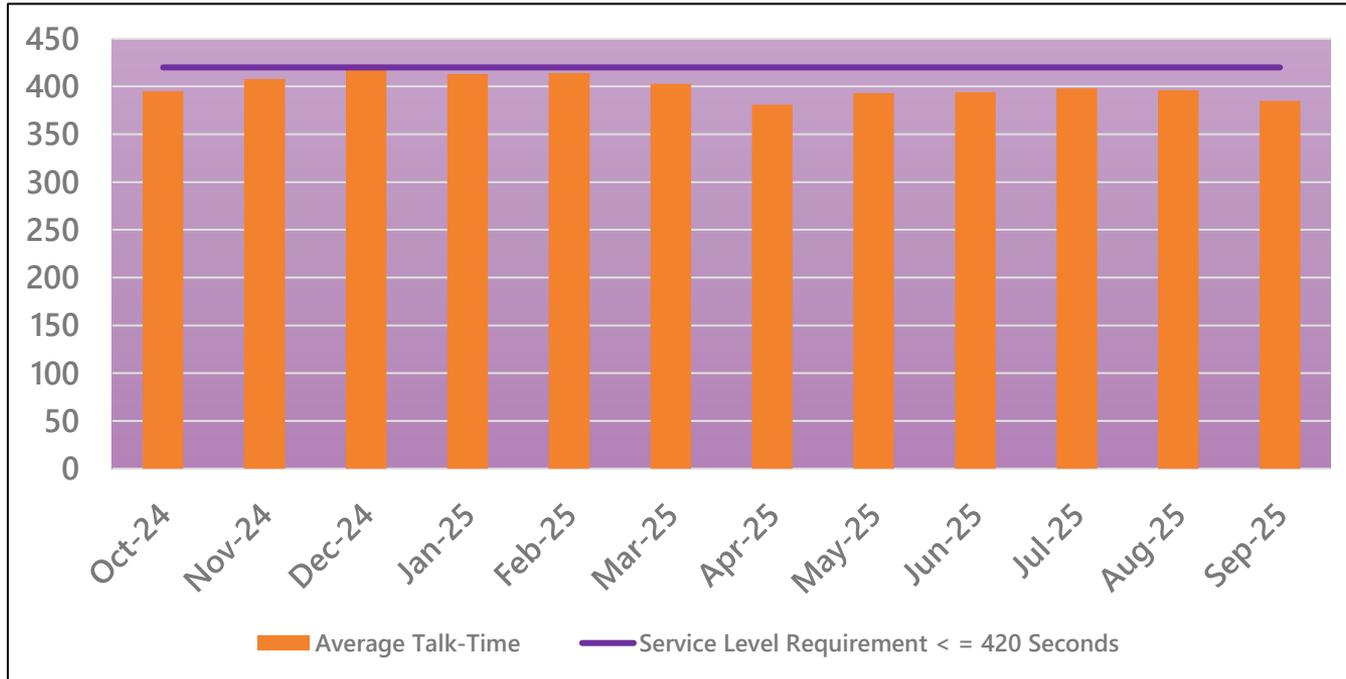


Call Center Service: Call Abandon Percent





Call Center Service: Talk-Time SLA





Highlighted Discussion Topics

New Critical Care Trip Reason



Sickle Cell Disease Treatment – Critical Care

Critical Care Trips

- Scheduled for serious treatments:
 - Dialysis
 - Cancer Treatments
 - Hospital inpatient/outpatient care
 - Dental appointments
- **New Addition:** Sickle Cell Disease Treatment
 - Effective **January 1, 2026**
- **Booking:** Up to same day
- **Oversight:** Managed by MTM's Critical Care Team



Highlighted Discussion Topics

End of Year Holiday Preparation



End of Year Holiday Preparation - Members

End-of-Year holidays include any holiday in the month of December and the beginning of January.

Goal: Ensure seamless transportation during holiday season

Member Holiday Operations

- Call Center Availability: Open 24/7 for scheduling and support
- Member Guidance During Disruptions
 - Contact MTM immediately for assistance
 - Confirm **doctor's office is open** before traveling



End of Year Holiday Preparation- Healthcare Facilities

Healthcare Facility Closures

- Use the **form** or **call the call center** to report Holiday-related:
 - Facility closures
 - Hours changes

Member Appointment Changes

- Communicate via:
 - Completing the **form**
 - Calling the **call center**
 - Using the **Facility Portal**

Questions? Contact MTM at

CO-WI@mtm-inc.net

Thank you for your collaboration!

Thanksgiving Holiday Schedule - Message (HTML)

File Message Help Tell me what you want to do

Delete Respond Share to Teams All Apps Quick Steps Move Tags Editing Imm

Thanksgiving Holiday Schedule

You replied to this message on 11/11/2025 1:48 PM. Expires

Commu

Greetings!

With Thanksgiving quickly approaching Medical Transportation Mana for assistance. We know that some patient's schedules may need ad we would like to ensure all your patients make it to their medical app

Click [here](#) and complete the required information. If alternative appoin information:

- Member name
- Member DOB
- Member ID number
- Facility Name
- Thanksgiving week Schedule (Days of the week)
- Arrival time
- Return Time

MTM

Holiday/Increment Weather Changes/New Business

Please fill out the form below for current holiday schedule changes, increment weather closures, or new business standing orders.

Facility Name

Address Line 1

Address Line 2

City ZIP Code

Contact Information

MTM will contact this person if there are any questions regarding the information below

Full Name* Email* Phone*

Closure Information

Check all that apply (if your facility has 6 or more members with changes choose Upload Closure Schedule to upload a spreadsheet or separate document of your member schedule changes.)

Full Closure Partial Closure No Closures

Upload Closure Schedule

Member Appointment Changes

Click Yes below if there are any changes with patient schedules as a result of a holiday, increment weather, or facility closure.

Please use this section if you have 5 or less members with schedule changes. This allows you to input each member manually.

If you have more than 5 members please scroll up and choose Upload Closure Schedule to upload the documents.

If a pre or post appointment address change is needed for a member, please call MTM.



End of Year Holiday Preparation – Transportation Providers

Transportation Provider Schedule Changes

Follow the Holiday Process by responding to the email from MTM to report planned Holiday-related changes, including:

- Reduced driver availability
- Changes in hours-of-operation

Unplanned changes:

- Communicate directly with your Vendor Account Manager

Thank you for your collaboration!



Highlighted Discussion Topic:

Winter Weather Preparation



Winter Weather Preparation

Specifically, any snow, ice, or extreme cold that could reduce NEMT transportation capacity or make travel dangerous.

Guiding Principles

- Safety First
- Communication
- Life sustaining and urgent trips

Contact the MTM call center immediately if you are stranded at your healthcare appointment.

MTM has developed a robust process for inclement weather over the past four years.

- We work to ensure that trips happen.
- We do not cancel unless it is absolutely necessary.
- We take necessary precautions to ensure that active trips are covered safely.



Winter Weather Severity and Actions

Tier 1: Travel is not restricted but caution is urged.

Tier 2: Conditions are hazardous, travel is restricted, delays are expected.

Tier 3: State of Emergency. A travel ban has been issued.





WISCONSIN DEPARTMENT
of HEALTH SERVICES

Federal Funding Updates

2025 Quarter 4 Transportation Advisory Council
December 4, 2025
Department of Health Services

Overview



Our top priority is the health and safety of the people of Wisconsin.



There are no changes to Medicaid and FoodShare benefits at this time.



DHS will continue to provide updates to partners, providers, and the public as we receive federal guidance about how to fully implement policy changes.

Effect on the Non-Emergency Medical Transport (NEMT) Program

There are currently no changes to the NEMT Program.



Continue to keep information updated in ForwardHealth.

Reminder

Members must renew their Medicaid benefits once a year.

To learn more about renewing your Medicaid benefits, visit <https://www.dhs.wisconsin.gov/forwardhealth/renewals.htm>

Member Contact Information

- It is crucial to keep contact information updated during this time.
- Department of Health Services (DHS) will send notices, texts, and emails if and when members need to comply with new rules or requirements.
- Medicaid and FoodShare members can update their information at ACCESS.wi.gov or the smartphone app.



If Issues Arise

- NEMT
 - To book trips or submit complaints:
 - (866)907-1493
 - <https://www.mtm-inc.net/wisconsin/>
 - DHS NEMT Inbox: DHSNEMTInfo@dhs.wisconsin.gov
- FoodShare
 - <https://www.dhs.wisconsin.gov/foodshare/index.htm>
 - Call your local county or tribal agency
- Medicaid/ForwardHealth Member Services
 - (800)362-3002
 - Email: memberservices@wisconsin.gov
- Medicaid/ForwardHealth Provider Services
 - (800)947-9627
- If you have any concerns, call Wisconsin's Consumer Protection Hotline at (800)422-7128

Additional Resources

Type of hotline	Phone number	Hours of operation
Addiction Recovery Helpline	211	24 hours a day, seven days per week
AIDS Hotline – Milwaukee	414-273-2437	24 hours a day, seven days per week
AIDS Hotline – Statewide	800-334-2437	24 hours a day, seven days per week
BadgerCare Plus Member Services (voice/TDD)	800-362-3002	Monday–Friday, 8 a.m.–6 p.m.
Complaint Filing – Health Care Facilities	800-642-6552	24 hours a day, seven days per week (leave message)
Disability Determination	800-423-1938	Monday–Friday, 7:45 a.m.–4:30 p.m.
ForwardHealth Managed Care Contract Monitors/Ombuds	800-760-0001	Monday–Friday, 8 a.m.–4:30 p.m.
Member Services (voice/TTY)	800-362-3002	Monday–Friday, 8 a.m.–6 p.m.
Nurse Aide Registry (Headmaster)	888-401-0465	Monday–Friday, 7 a.m.–7 p.m.
Nurse Aide Testing Services (Headmaster)	888-401-0462	Monday–Friday, 7 a.m.–7 p.m.
Nurse Aide Training	608-261-9315	Monday–Friday, 8 a.m.–4:30 p.m.
Poison Control Hotline	800-222-1222	24 hours a day, seven days per week
Radon Hotline	888-LOW RADON	24 hours a day, seven days per week (leave message)
SeniorCare Member Services	800-657-2038	Monday–Friday, 8 a.m.–6 p.m.
Suicide & Crisis Lifeline/Wisconsin Lifeline	988	24 hours a day, seven days per week
Tobacco Quit Line	800-QUIT NOW	24 hours a day, seven days per week
Well Badger Maternal and Child Health and First Step Resource line	800-642-7837	Monday–Friday, 7 a.m.–6 p.m.
Wisconsin Wayfinder	877-947-2929	Monday–Friday, 7 a.m.–6 p.m. (leave message)

For more information, visit
<https://www.dhs.wisconsin.gov/aboutdhs/hotline.htm>

Additional Resources

- For General Assistance: Call 211
- Resources from Other Agencies:
[https://www.dhs.wisconsin.gov/legislative/
other.htm](https://www.dhs.wisconsin.gov/legislative/other.htm)



Appendix



MTM Contact Information

Members and Healthcare Providers

- Book Trips or Submit Complaints: 866-907-1493

Transportation Providers

Email: providerswi@mtm-inc.net

Website

<https://www.mtm-inc.net/wisconsin/>

Member App

Download the *MTM Link Member App* at either:

App Store



Google Play



**Lydia Buckmeier –
Community Outreach**

CO-WI@mtm-inc.net

**Que Hatchett –
Member Ombuds**

636-674-6386



**Open –
Travel Trainer**

**Jennifer Anderson –
Transp Ombuds**

ProvidersWI@mtm-inc.net





Reference Guide: Gas Mileage Reimbursement

Non-Emergency Medical Transportation



Gas Mileage Reimbursement

If you, a friend, or a family member can drive you to your appointments, you may be able to get paid gas money. The process is called gas mileage reimbursement (GMR). You must request it ahead of time and get our approval. You must also record trip details before, during, and after. Here's how it works.

Step 1: Before your ride

Get your trip approved

Use the MTM Link app or call 866-907-1493 no later than 11:59 p.m. the day of the trip. We must approve your trip first so you can be reimbursed later. If your trip is over 40 miles, you can't use the app to schedule your trip—you have to call.

Step 2: On the day of your appointment

Use the MTM Link app

The MTM Link app makes it easy to enter details about your trip and send in your claim.

1. Open the app on your phone and select I'm Leaving when you get in the car to start the trip.
2. When you arrive at your appointment, select I'm Here to end the trip.
3. The app will check that you're at the appointment location and display Location Verified.
4. Select the Submit Reimbursement button to send in your claim.
5. You'll get a message that says Mileage Reimbursement Submitted via Mobile App.

Use a paper trip log

Instead of using your phone, you can use a paper trip log to record and send in trip information.

1. Download and print a GMR Trip Log before you leave at mtm-inc.net/wisconsin/members
2. Fill it out completely.
3. Take the form to your appointment and have your health care provider sign it.
4. Once your trip is done, go to mtm-inc.net/wisconsin/members. Select Submit Your GMR Trip Logs Online and fill out the online request form. You'll need to scan or photograph the form and save it first so you can attach it.
5. Follow the instructions on the form if you prefer to submit it by mail or fax.



P-00533F 08/2025

Step 3: Getting your payment

Your reimbursement will be loaded on a debit card issued by U.S. Bank. If you prefer, you can also choose to get your funds by direct deposit or paper check. Log in at mtm-inc.net/wisconsin/members or call 866-907-1493 to change your reimbursement method.

Reimbursement Method	Time Frame
MTM Link app	Funds are issued within 7 business days after trip verification
Paper trip log	Funds are issued within 15 business days after trip verification

More about MTM Currency

- If you don't have a card when you first request a GMR trip, we'll send one to you. Watch your mail—it will be in a plain white envelope with an Indianapolis, Indiana return address.
- Make sure to follow the instructions included to activate your card before you use it.
- Keep your card after you've spent the funds so we can reload it in the future if you have other rides.



Contact us

- If you have questions about the reimbursement process, call 866-907-1493.
- If you need help using the MTM Link Member mobile app or have trouble logging into the app, call MTM's Navigator Line at 888-597-1189.
- If you have questions about your MTM Currency card, call U.S. Bank Cardholder Services at 888-863-0681.



Reference Guide: Gas Mileage Reimbursement

DHS Web Access

- dhs.wisconsin.gov/nemt/index.htm

NEMT fact sheets

If you want to know more about:

- See the [Learn how to schedule your ride with MTM fact sheet, P-00533G](#) for details on scheduling various types of rides online, by using the MTM Link app, or by phone.
- If you use a personal vehicle for your appointments, the [Gas Mileage Reimbursement fact sheet, P-00533F](#) will help you plan ahead so you can get reimbursed for the cost.
- Member, driver, and attendant rules, read our [What are the rules when getting free rides to appointments? fact sheet, P-00533B](#).
- Getting paid for meals and overnight stays, read our [Can I get paid for meals and overnight stays? fact sheet, P-00533C](#).

MTM Web Access

- www.mtm-inc.net/wisconsin/members/

Gas Mileage Reimbursement (GMR)

- ****NEW** GMR Guide**
- **Submit Your GMR Trip Logs Online**
- **GMR Trip Log**
- **GMR Trip Log – Hmong**
- **GMR Trip Log – Spanish**
- **GMR Trip Log – Large Print**
- **GMR Trip Log – Large Print – Hmong**
- **GMR Trip Log – Large Print – Spanish**
- **Instructions for Updating GMR Payment Preferences**
- **Instructions for Updating GMR Payment Preferences – Hmong**
- **Instructions for Updating GMR Payment Preferences – Spanish**



Reference Guide: Scheduling a Ride

Non-Emergency Medical Transportation



Learn how to schedule your ride with MTM

Non-emergency medical transportation is a service that can help you get to health care appointments if you have no other way to get there. This service connects you with free rides on public buses, specialized medical vehicles, or other types of vehicles depending on your needs.

Wisconsin Medicaid and BadgerCare Plus contract with a transportation manager that schedules and pays for rides to health care services covered by Medicaid and BadgerCare Plus. The current transportation manager for Wisconsin is Medical Transportation Management (MTM), Inc.

➔ If you have a medical emergency, you should call 911.

There are several ways you can schedule a non-emergency medical transportation ride through our Medicaid vendor, Medical Transportation Management (MTM). They schedule rides 24 hours a day, seven days a week.



Online at mtm-inc.net/wisconsin. Select **Schedule Your Rides Online**.

Then, log in or select **Sign Up** to create an account if needed. Use the web chat if you want to chat with a representative in real time.



With the **MTM Link app**. Get the app from your app store. Then, log in or create an account if needed.



By phone. Call 866-907-1493.

Be prepared

When you schedule your ride, be ready to provide:

- Your name, address, and phone number.
- Your ForwardHealth card ten-digit number.
- The street address and the phone number where you want to be picked up.
- The name, phone number, address, and ZIP code of your appointment location.
- The date and start time of your appointment.
- The end time of your appointment, if known.
- Any special ride needs, including if you need someone to ride with you.
- General reason for the appointment (check-up, eye appointment, etc.).



P-00533G (08/2025)

Most Common Ride Types	Deadline for Scheduling	Online	By App	By Phone
Routine	Two business days in advance	✓	✓	✓
Urgent	Same business day	✓	✓	✓
Critical	Up to same business day	✓	✓	✓
Bus rides	Five business days in advance	✓	✓	✓
Gas mileage reimbursement (GMR) under 40 miles	Up to 11:59 p.m. the day of the appointment	✓	✓	✓
GMR over 40 miles	Up to 11:59 p.m. the day of the appointment			✓
Recurring	Up to three months at a time, or up to six months for dialysis			Your health care provider can help set up these rides

Definitions

Routine rides are for scheduled health care appointments that are not urgent or critical. Examples are an annual physical or a vision exam. The type of vehicle will depend on your medical and transportation needs.

Urgent rides are for an immediate health care situation that does not require emergency services, but you cannot wait two business days to get help. For example, booking a same day trip to urgent care.

Critical rides are to scheduled appointments for more serious issues, including dialysis, cancer treatments, and hospital inpatient/outpatient treatment. Also includes dental appointments.

Bus rides are if you live within a half mile and your appointment is within a half mile of a bus stop, unless you meet one of the exceptions.

Gas mileage reimbursement is available if you, a friend, or a family member can drive you to your appointment. You must get approval by 11:59 p.m. on the appointment day. You also need to track details either by app or with a paper form the day of the appointment to be reimbursed.

Recurring rides are for a series of appointments scheduled over time, such as for completing a course of treatment. Your health care provider can help set these up for three months at a time, or up to six months if you are undergoing dialysis.

Resources

- Learn more about the non-emergency medical transportation options for BadgerCare Plus and Medicaid members at dhs.wi.gov/nemt.
- Visit MTM's webpage to log in and schedule rides, get reimbursement, find fact sheets, and more at mtm-inc.net/wisconsin/members.



Reference Guide: Scheduling a Ride

DHS Web Access

- dhs.wisconsin.gov/nemt/index.htm

NEMT fact sheets

If you want to know more about:

- See the [Learn how to schedule your ride with MTM fact sheet, P-00533G](#) for details on scheduling various types of rides online, by using the MTM Link app, or by phone.
- If you use a personal vehicle for your appointments, the [Gas Mileage Reimbursement fact sheet, P-00533E](#) will help you plan ahead so you can get reimbursed for the cost.
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- Getting paid for meals and overnight stays, read our [Can I get paid for meals and overnight stays? fact sheet, P-00533C](#).

MTM Web Access

- www.mtm-inc.net/wisconsin/members/

Other Documents and Resources

- [Glossary of Terms](#)
- [Glossary of Terms – Hmong](#)
- [Glossary of Terms – Spanish](#)
- [MTM Link Brochure](#)
- [MTM Link Brochure – Hmong](#)
- [MTM Link Brochure – Spanish](#)
- [**NEW** Trip Scheduling Guide](#)



Closing Questions and Feedback

Thank You for Attending!