



# MTM | State of Wisconsin Dept. of Health Services

June 4, 2026

# Agenda

## Program Review Period: Q1 2026

### DHS Updates

### MTM Staff Updates

### Q1 2026 Operations Review

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

### Highlighted Discussion Topics

- MTM Link – Member App and Online Portal Capabilities
- MTM Link – Facility Portal Capabilities

### Appendix

# NEMT Vendor Transition: The Basics

- 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, the Department of Health Services issued the “notice of intent” to select [Verida, Inc.](#) as the new NEMT vendor.

# **NEMT Vendor Transition: What Do Members and Providers Need to Know?**

- Members and Providers do not need to do anything differently right now.
- DHS will continue to provide updates about the transition as more information is available.
- The vendor transition will not change the NEMT services members are eligible for.

# NEMT Vendor Transition: How to Learn More and Stay Informed

- You can learn more here: [visit the NEMT vendor transition page.](#)
- You can sign up to receive NEMT emails related to the transition here: [Sign up to receive emails](#)
- You can learn more about Verida, Inc., here: [Verida, Inc.](#)

# Questions?



# Staff Updates

## MTM

- Openings
  - Transportation Support Trainer



# Q1 2026 Operations Review

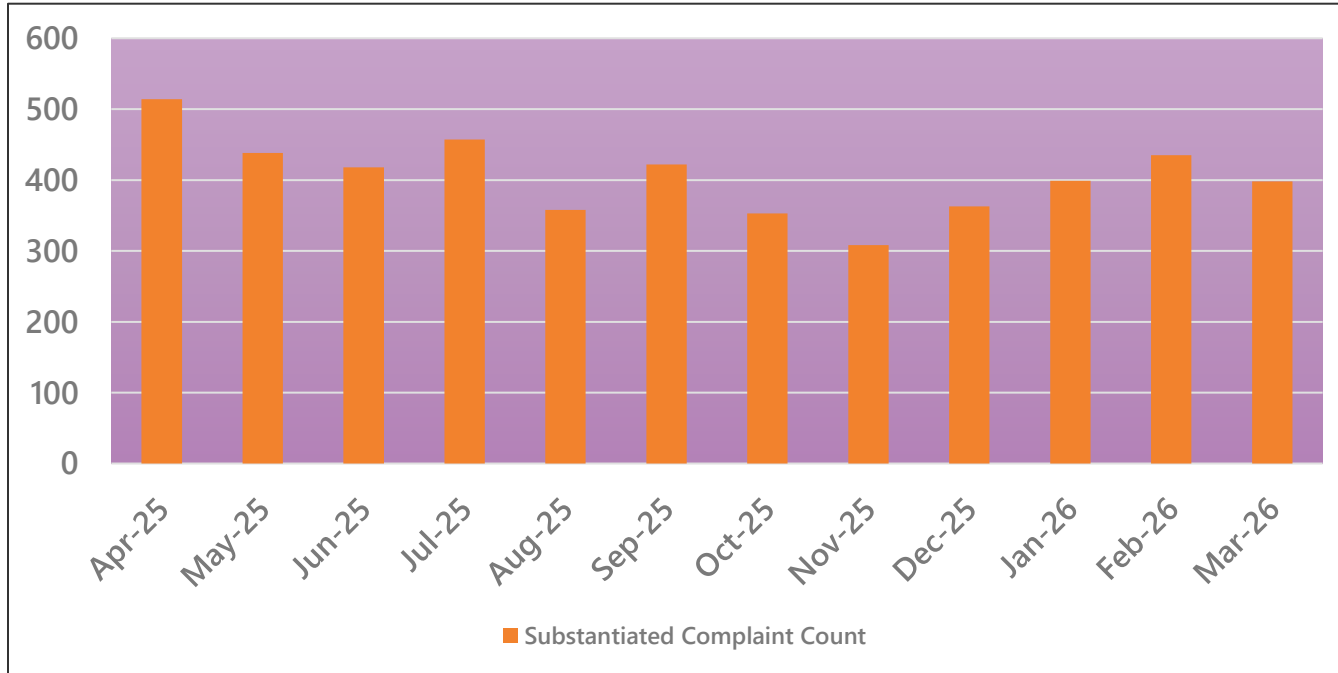


# Review Period Q1 2026



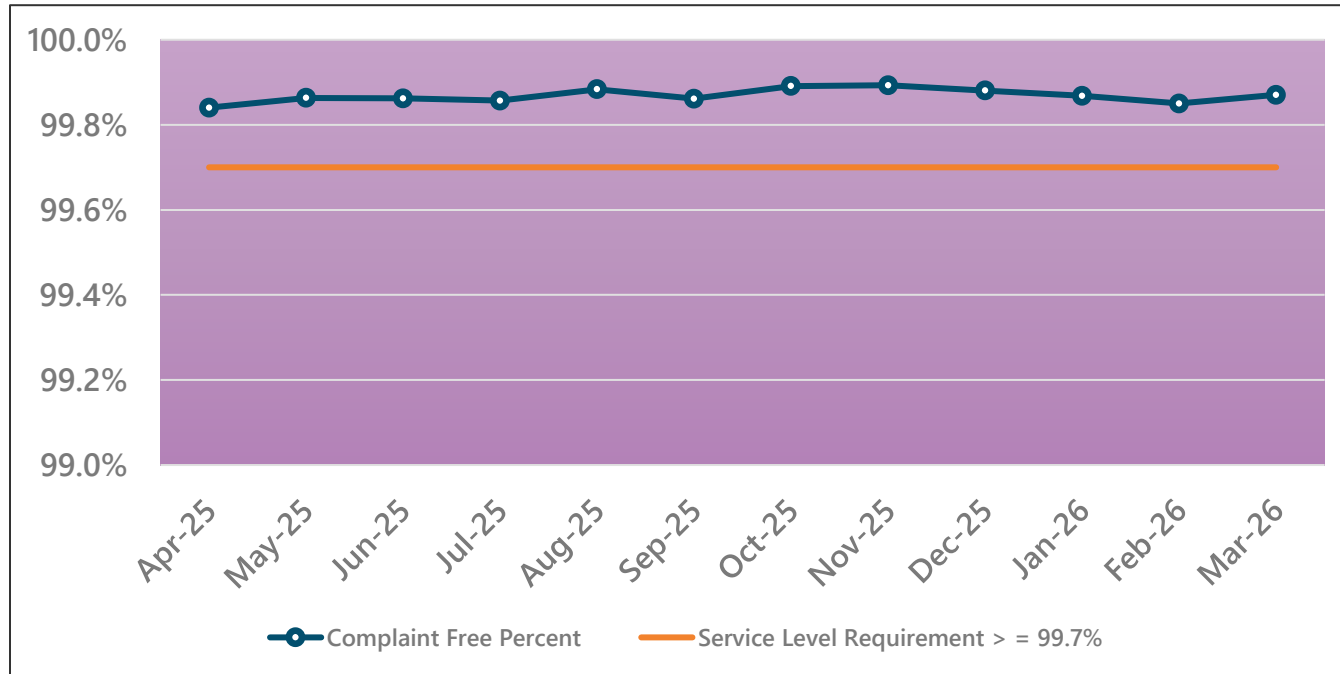


# Quality Assurance: Substantiated Complaints



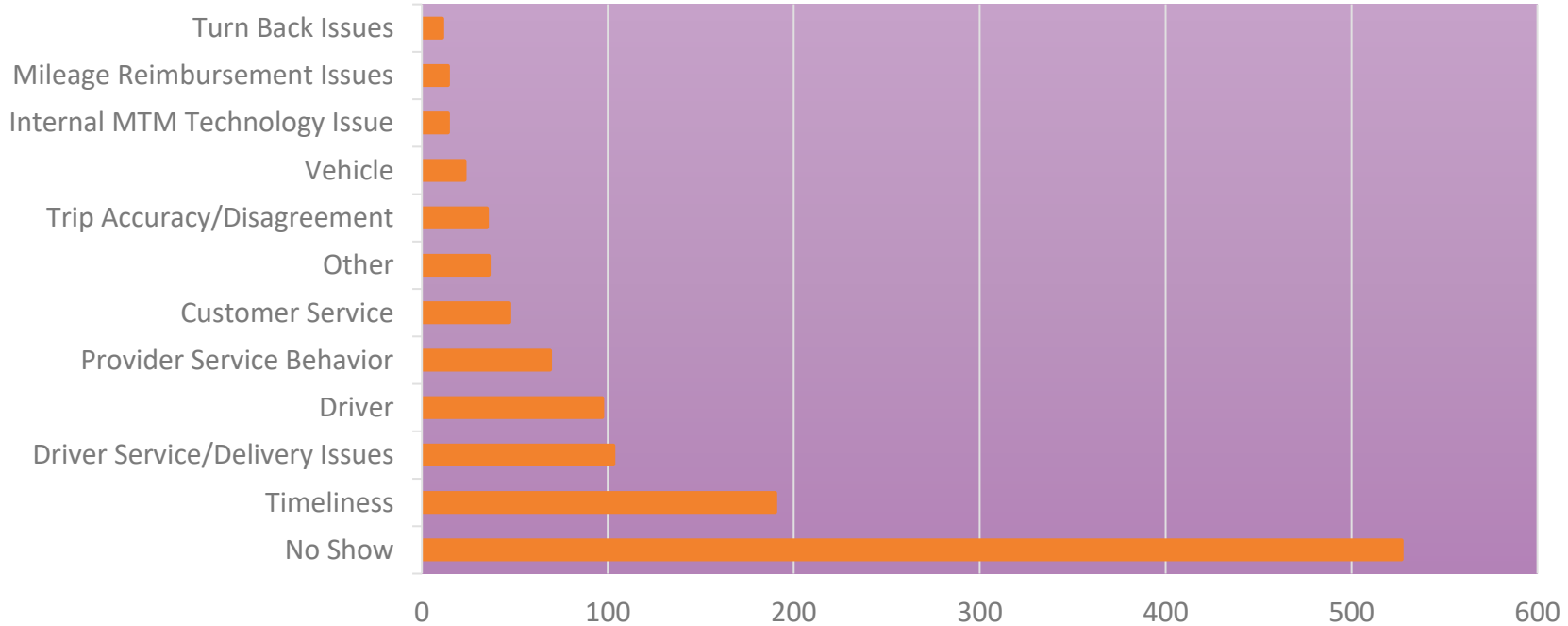


# Quality Assurance: Complaint Free Percent



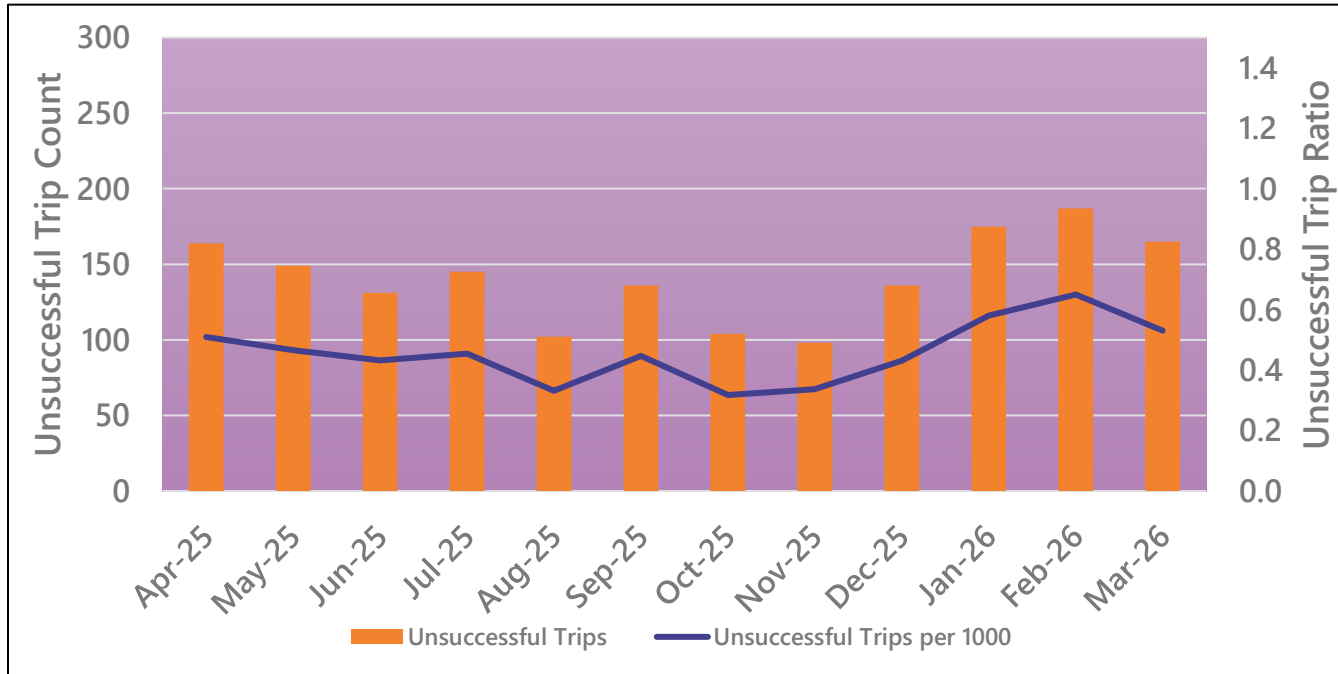


# Quality Assurance: Substantiated Complaints by Category – Q1 2026



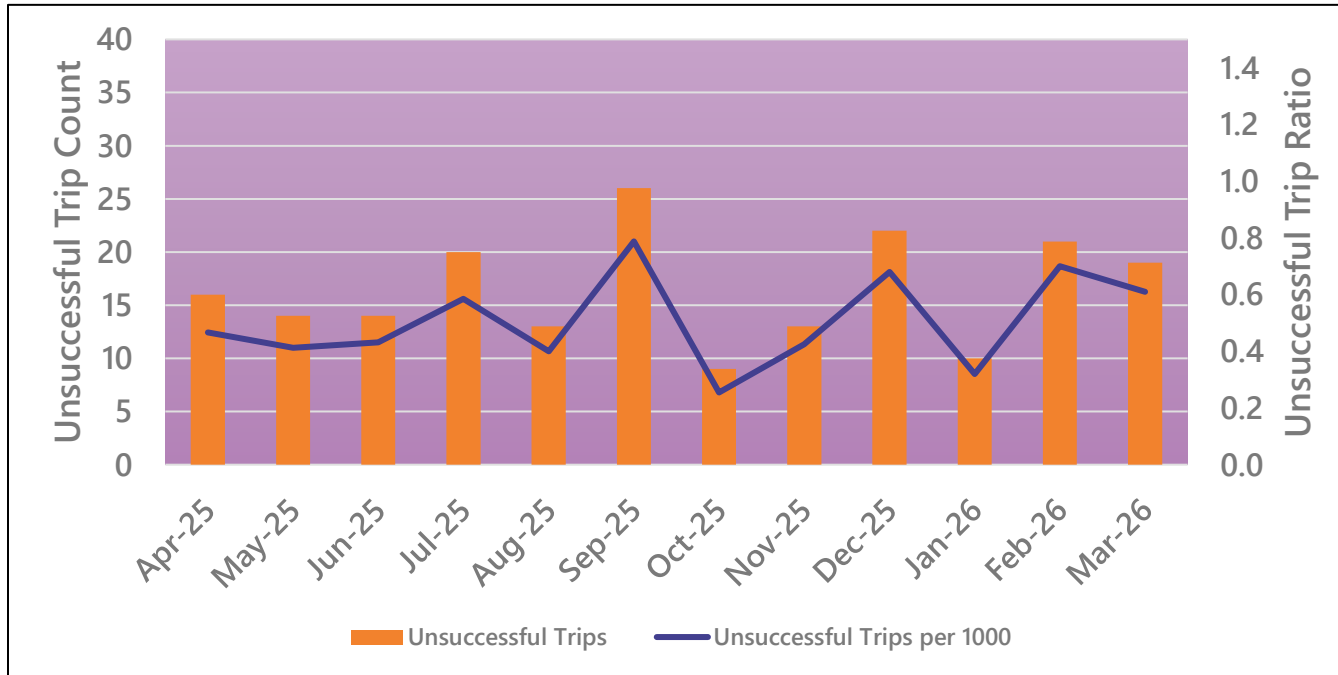


# Unsuccessful Trips: Program Level



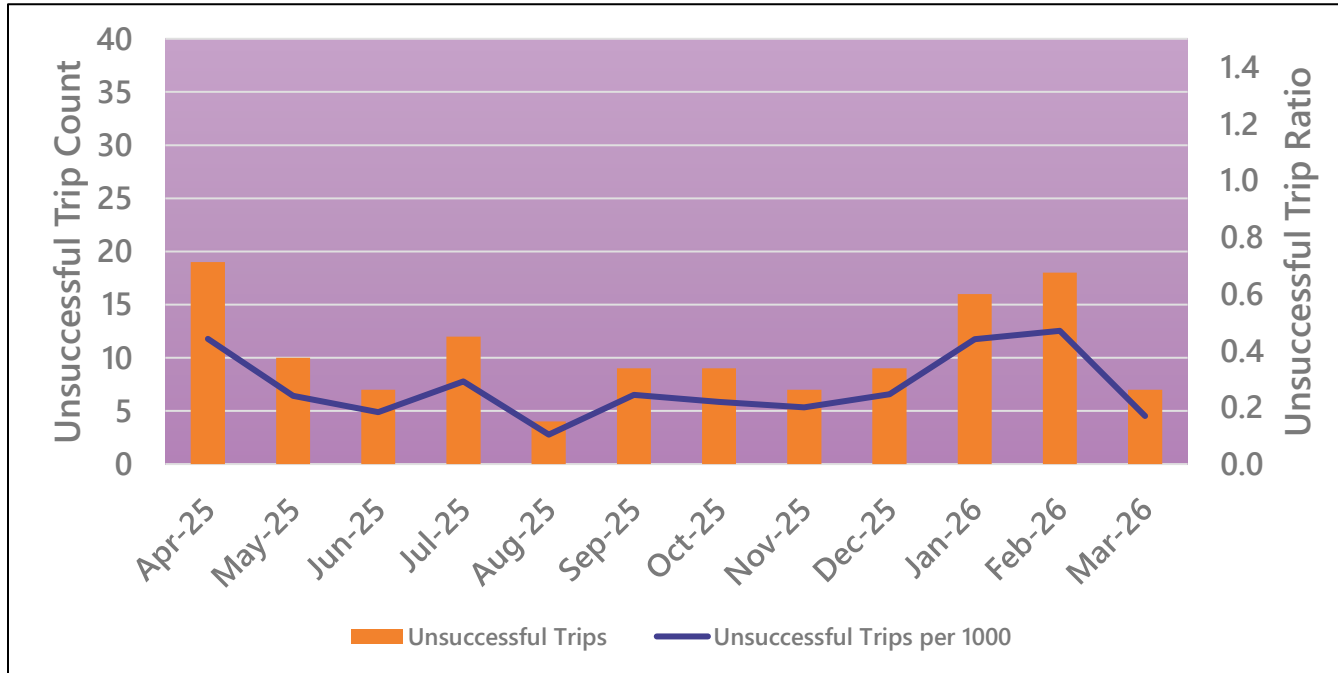


# Unsuccessful Trips: Critical Care Trip Level





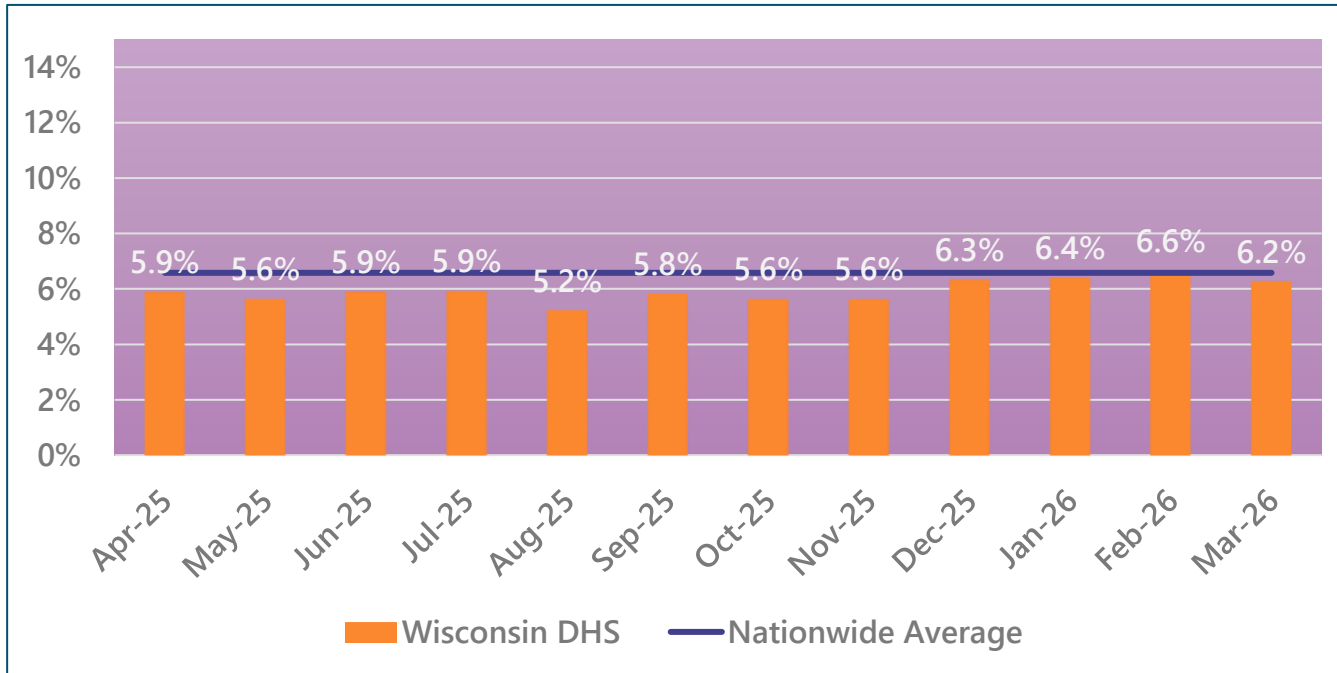
# Unsuccessful Trips: Minor Trip Level





# 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*)

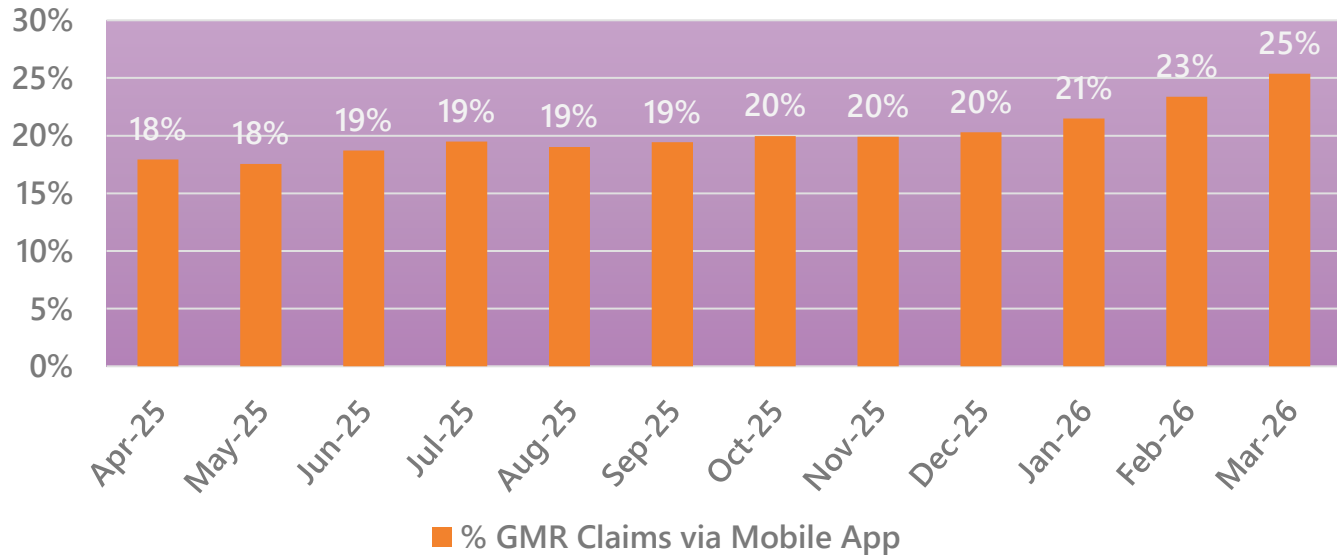
MTM Link Mobile App claim submissions:

- Use GPS technology to create a digital trip log
- Are received immediately by MTM and processed 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*



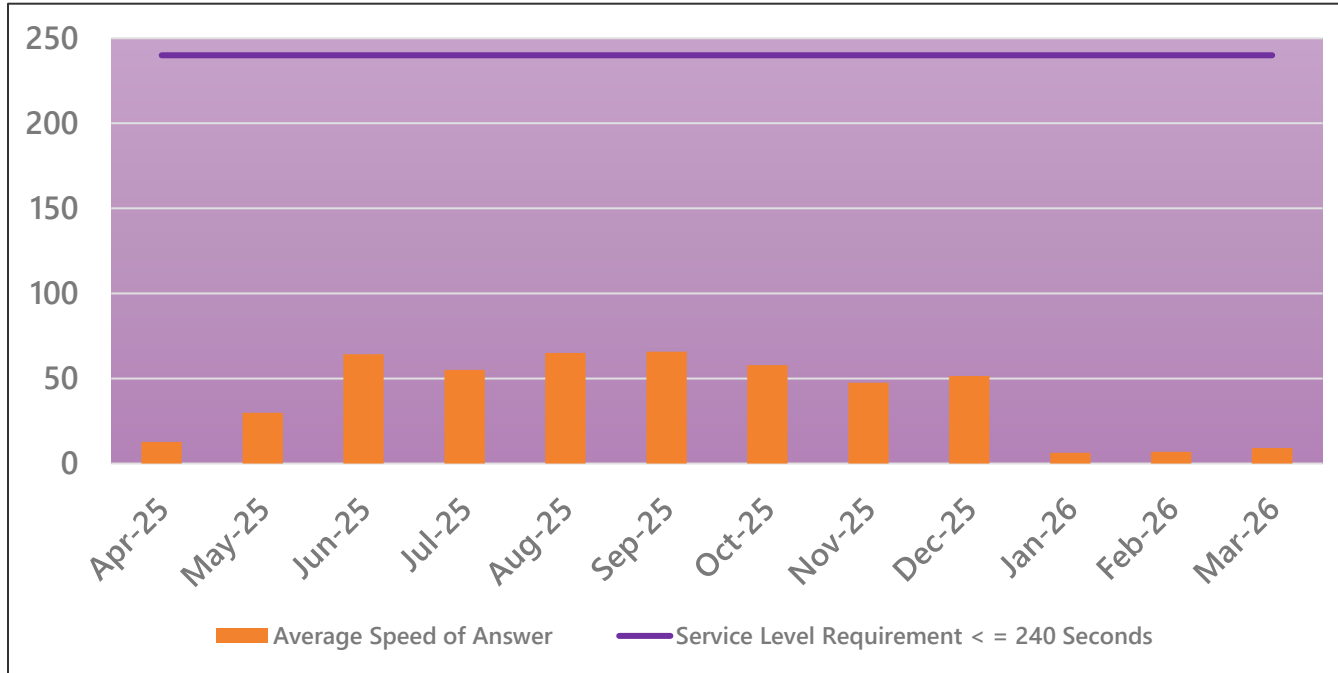
# Gas Mileage Reimbursement: Mobile App Claim Trend



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



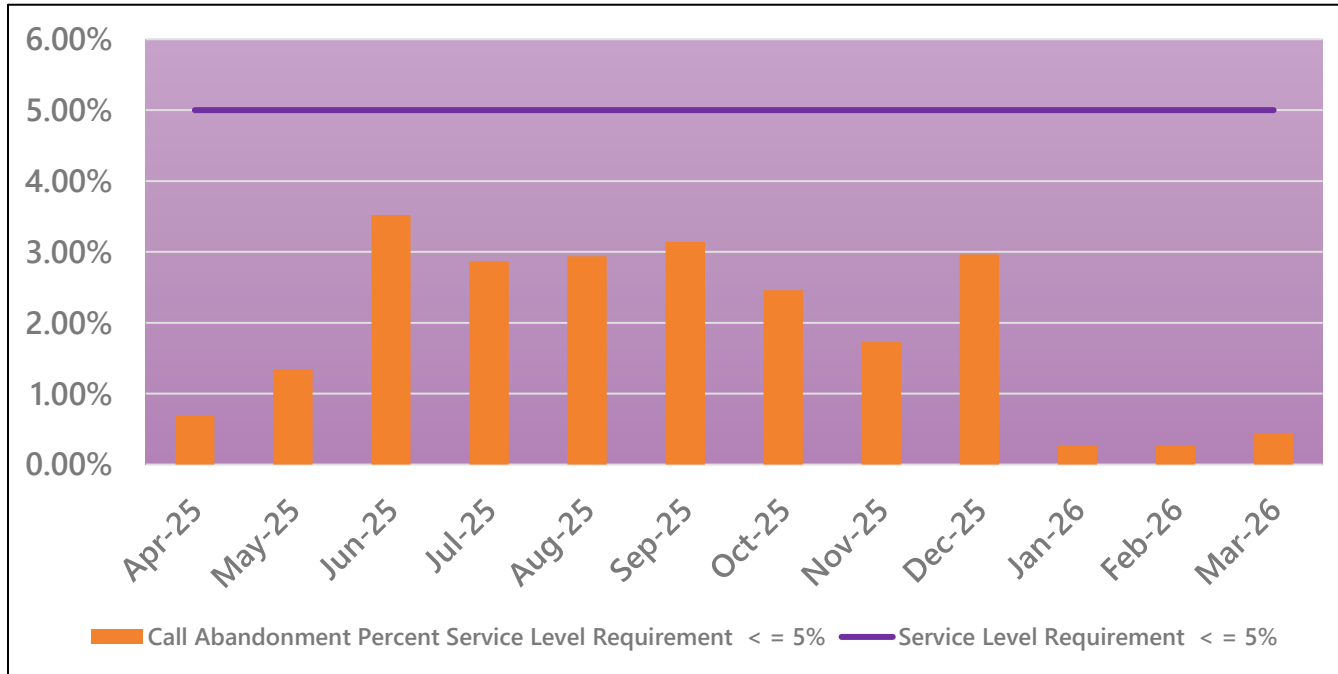


# Call Center: Average Speed to Answer in Seconds



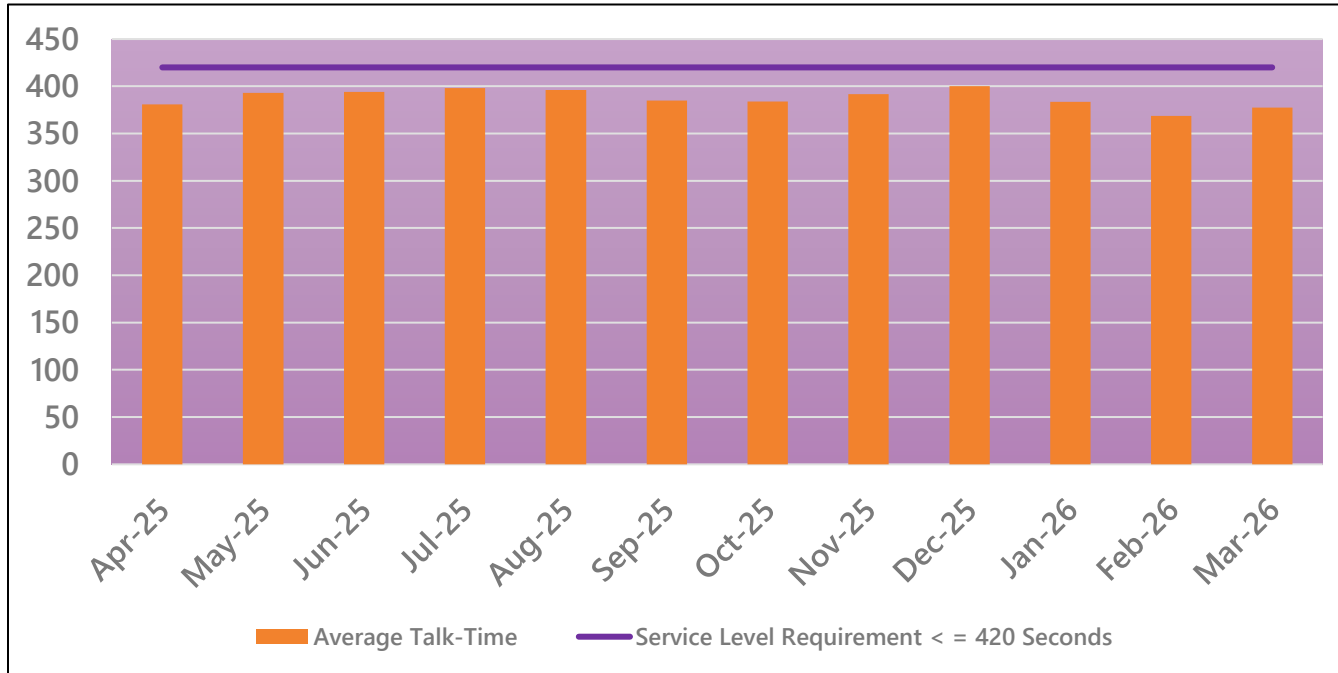


# Call Center Service: Call Abandon Percent





# Call Center Service: Talk-Time SLA





# Highlighted Discussion Topic:

**MTM Link  
Member App / Online Portal**



# MTM Link – Member App

The mobile app gives you the ability to:

- Request a new trip
- View scheduled trips
- Cancel trips that you no longer need
- View real-time updates from your driver
- Submit gas mileage reimbursement (GMR) claims - *mobile app only*

## Accessing the MTM Link Member Mobile App

Search for “MTM Link Member” in the Google Play Store or the iOS App Store

Download the app to your mobile device

Register using an email address.

Log in and get started!

iOS App Store



Google Play





# Member App & Member Online Portal

There are some circumstances when a member must call the call center

## Trip Scheduling Restrictions

- Trips with less than 2-business days notice (*except GMR*)
- GMR Trips over 45 miles
- Cab, Paralift, Stretcher trips over 100 miles
- Trips for minor members without a parent, guardian or other adult escort.

Scheduled trips may be changed as long as:

- A transportation provider has not been assigned.
- The trip is not scheduled for that day

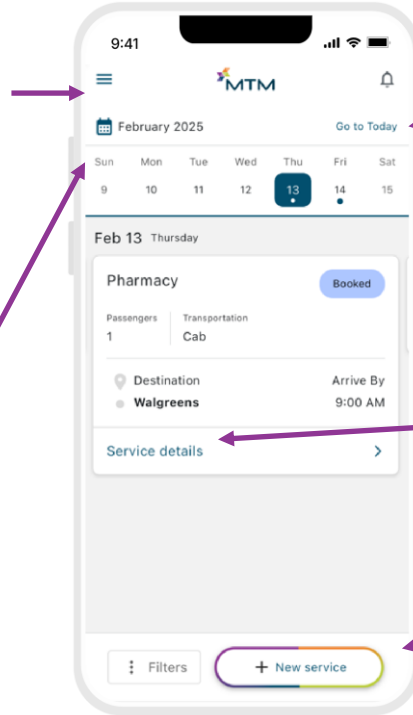


# MTM Link – Member App

## Home Screen

The “hamburger” opens the main menu to view/modify your profile and access technical assistance (*see next page for details*).

Switch from daily service view to monthly calendar service view.



Navigate to the current date on the calendar/daily view.

View additional details about your service, including the name of your transportation provider once assigned.

Schedule new services.



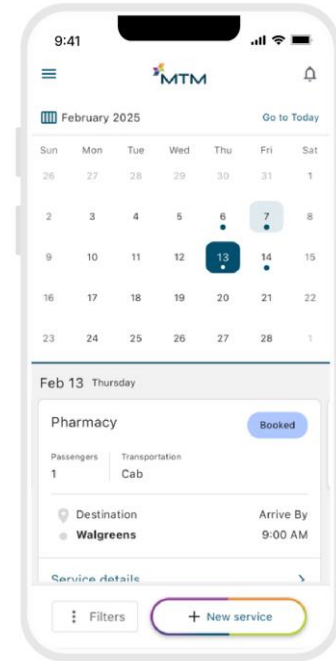
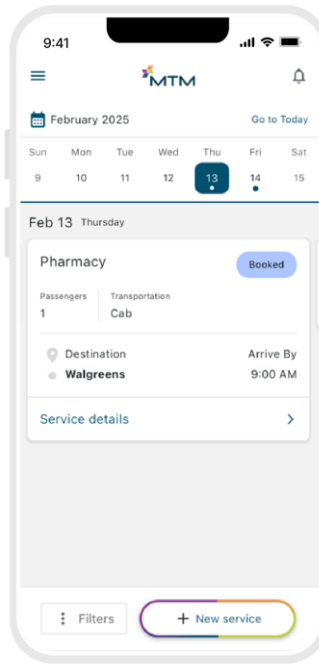
# MTM Link – Member App

## Viewing Scheduled Trips

Find your services by using either the Weekly or Monthly calendar view.

Click the date you would like and see the pick-up time and destination.

Click Service Details to see the transportation provider.





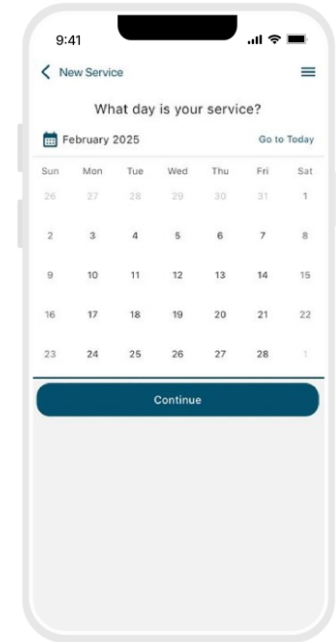
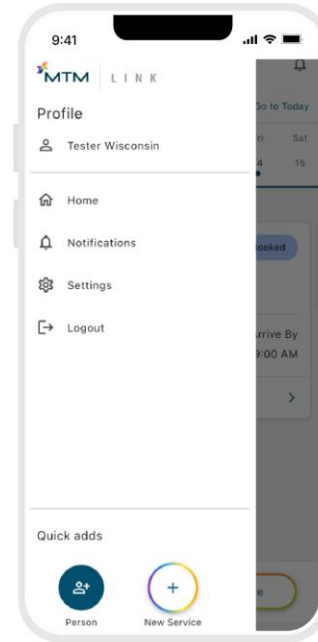
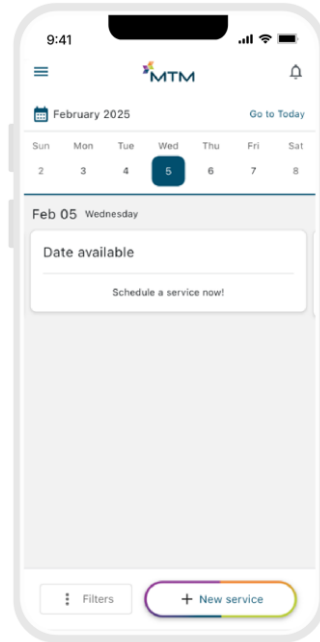
# MTM Link – Member App

## Request a New Trip

There are two ways you can schedule a new service:

Click the New Service button in the bottom portion of the home screen

Click the New Service button located in the main menu

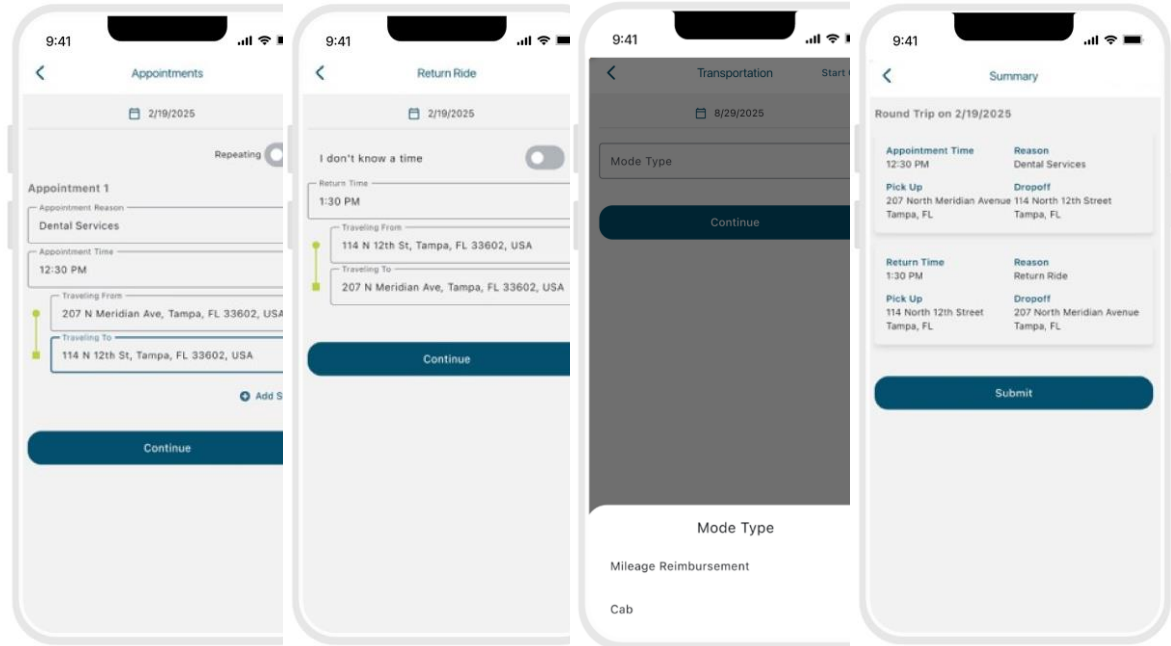




# MTM Link – Member App

## Request a New Trip - Continued

The app will walk you through all the information you need to provide to book your service.



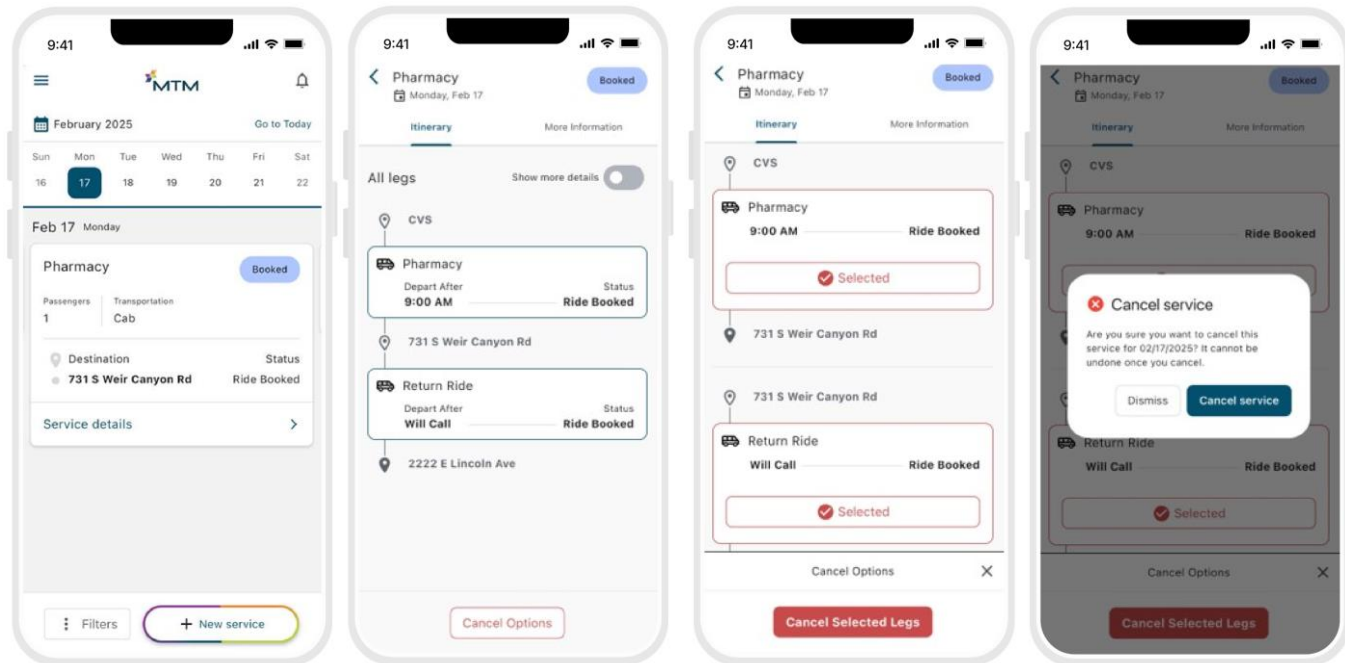


# MTM Link – Member App

## Canceling an Existing Trip

Find your services by using either the Weekly or Monthly calendar view.

Choose the service you want to cancel from your list of scheduled services. You can find this under Service Details.





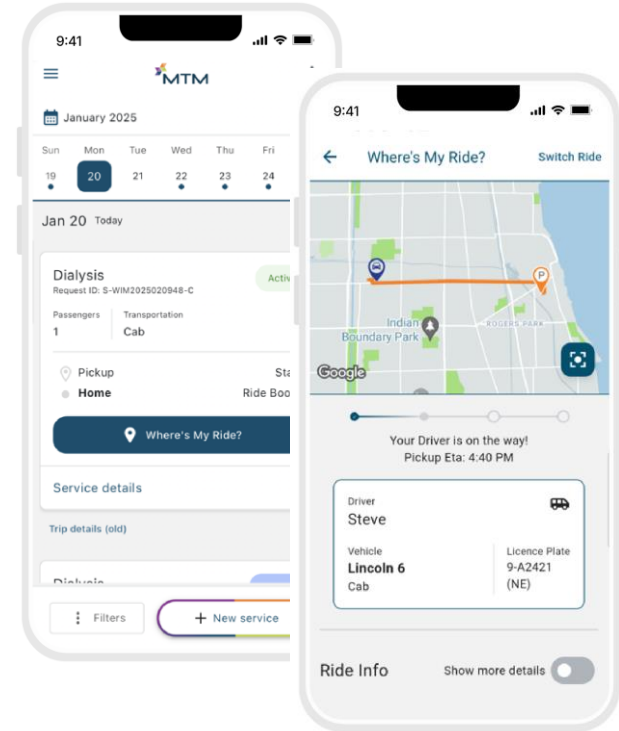
# MTM Link – Member App

## Where's My Ride? Feature

While viewing services for today, you will see a button that says, "Where's My Ride?" on the home screen.

The Map View will show details about your service, such as:

- Transportation provider name
- Driver name
- Driver vehicle type
- Driver license plate number
- Estimated time of arrival
- A map that shows your driver's current location
  - The Map View will update with new data as your driver moves



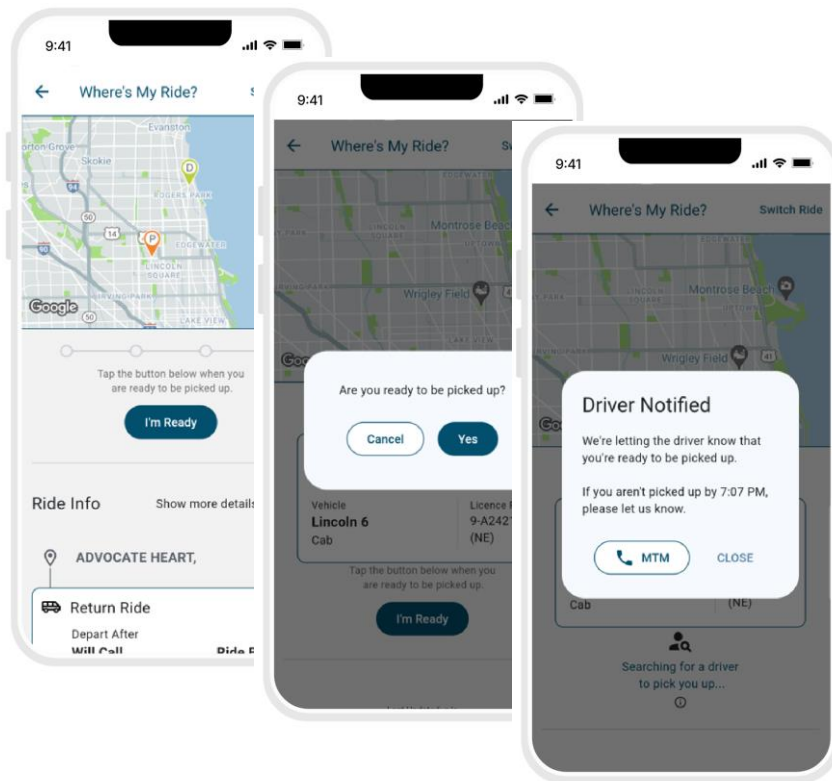


# MTM Link – Member App

## Activate a Will-Call

If your return ride is set as a will-call and you are ready to be picked up:

- Navigate to the Service Details or Where's My Ride screen
- Click the I'm Ready button



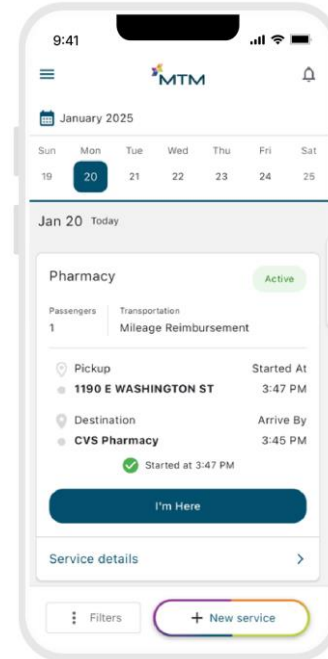
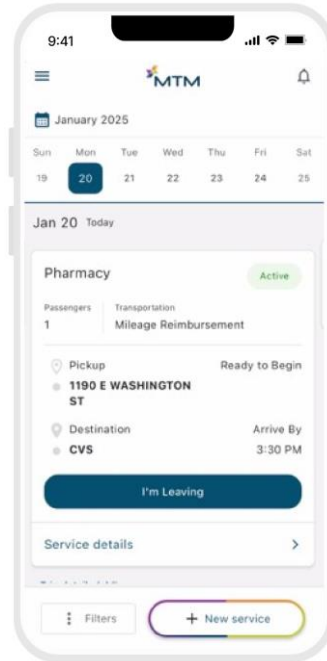


# MTM Link – Member App

## Claim Gas Mileage Reimbursement (GMR) Trips

When you begin your trip from your starting address, click I'm Leaving.

When you arrive at your doctor, click I'm Here.



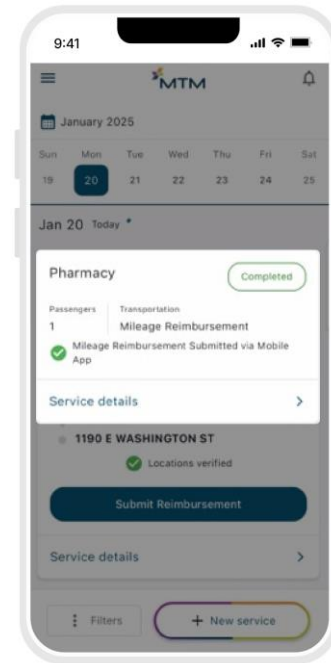
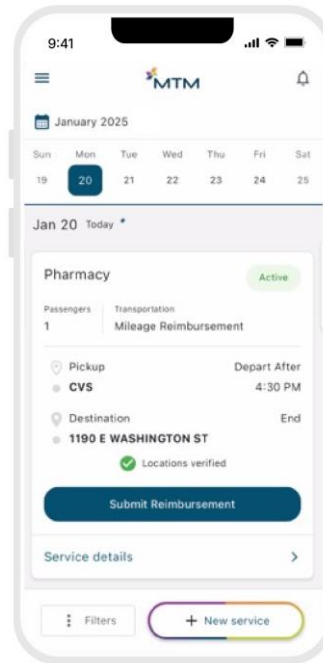


# MTM Link – Member App

## Claim Gas Mileage Reimbursement (GMR) Trips - Continued

MTM Link will make sure your location matches your doctor's address. You will see a message that says, 'Location Verified.'

Click the Submit Reimbursement





# MTM Link – Member Online Portal

The online portal gives you the ability to:

- Request a new trip
- View scheduled trips
- Cancel trips that you no longer need
- View real-time updates from your driver

*The online portal does not support:*

- Mobile GMR claiming
- Will-Call pick-up activation

## Accessing MTM Link

Visit <https://mtm.mtmlink.net> from any web browser on your computer or mobile device

Register using an email address

Log in and get started!



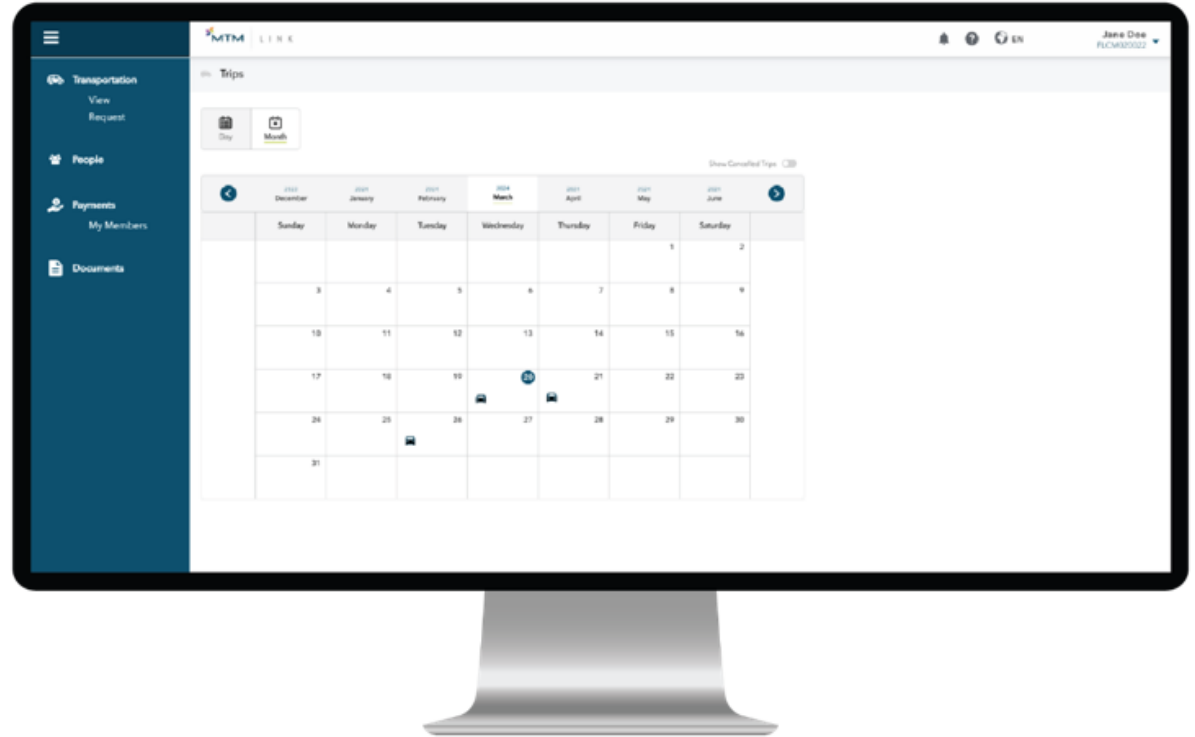
# MTM Link – Member Online Portal

## Viewing Scheduled Trips

Find your services by using either the Weekly or Monthly calendar view.

Click the date you would like and see the pick-up time and destination.

Click Service Details to see the transportation provider.





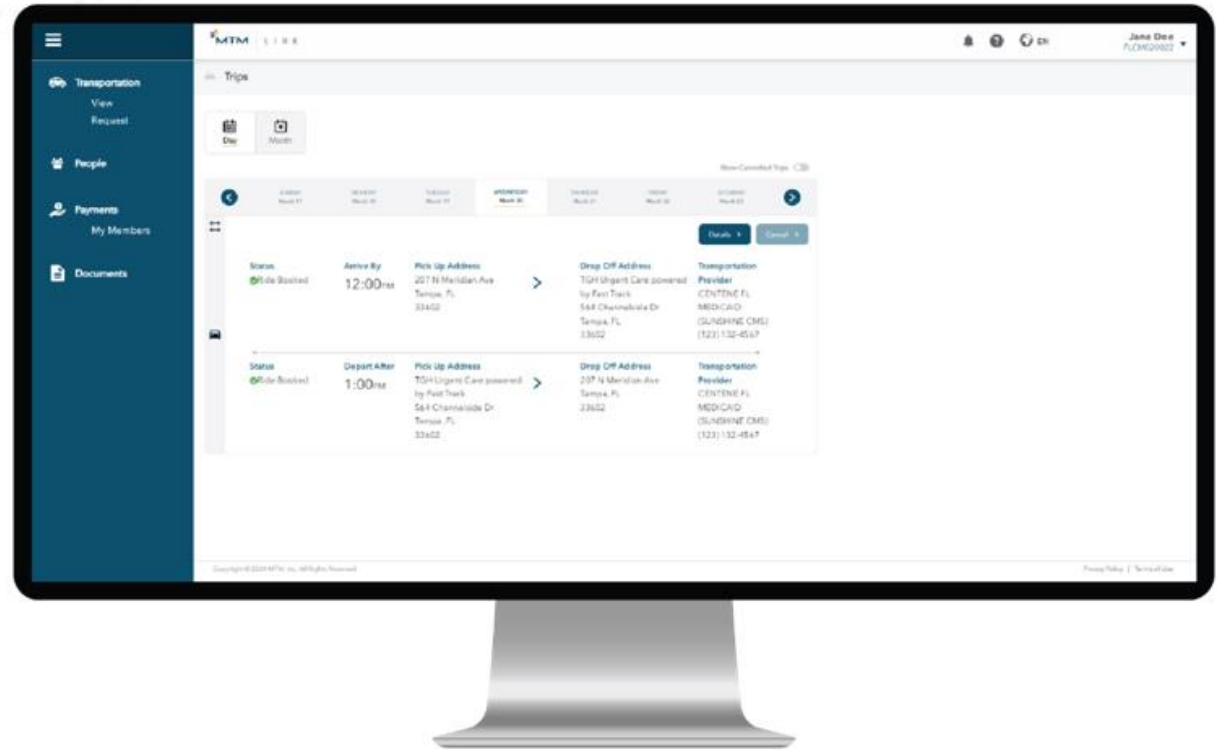
# MTM Link – Member Online Portal

## Request a New Trip

Under Transportation in the user menu, you'll find the option to request a ride.

Click Request to start the process.

The portal will walk you through what you need to provide to book your ride. You can add special requests. This may include additional passengers or wheelchair accommodations.





# MTM Link – Member Online Portal

## Request a New Trip - Continued

The portal will walk you through all the information you need to provide to book your service.

The screenshot displays the MTM Link Member Online Portal interface. The page title is "Request". A progress bar at the top indicates the current step in the process. The main content area is titled "Appointment Information on 3/27/2024" and includes an "Add Stop" button. Below this, there is a section for "Appointment 1" with a "Resolving Trip" checkbox. The form contains several input fields and labels:

- What is the reason for your appointment?** (Label) with a "Details" button.
- Where should we pick you up?** (Label) with a "Clear" button and the address "237 W Meridian Ave, Tampa, FL 33602, USA".
- What time is your appointment?** (Label) with a "Clear" button and the time "4:30 pm".
- Where is your appointment?** (Label) with a "Clear" button and the address "1120 E Kennedy Blvd UNIT 126 Suite 126, Tampa, FL 33602, USA".
- Appointment Location Name** (Text): "CVS"
- Appointment Location Phone Number** (Text): "(813) 476-4213"

Navigation buttons "Done Selection" and "Next" are visible at the bottom of the form.

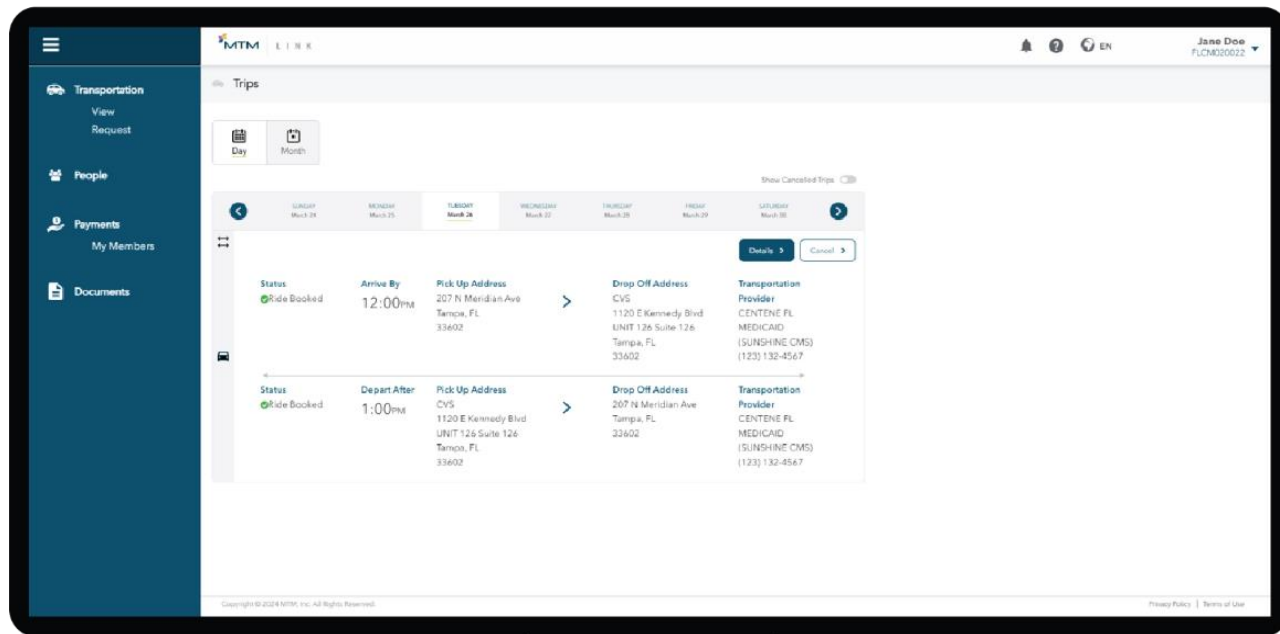


# MTM Link – Member Online Portal

## Canceling an Existing Trip

Find your services by using either the Weekly or Monthly calendar view.

In the Trip Details section, hit the Cancel button

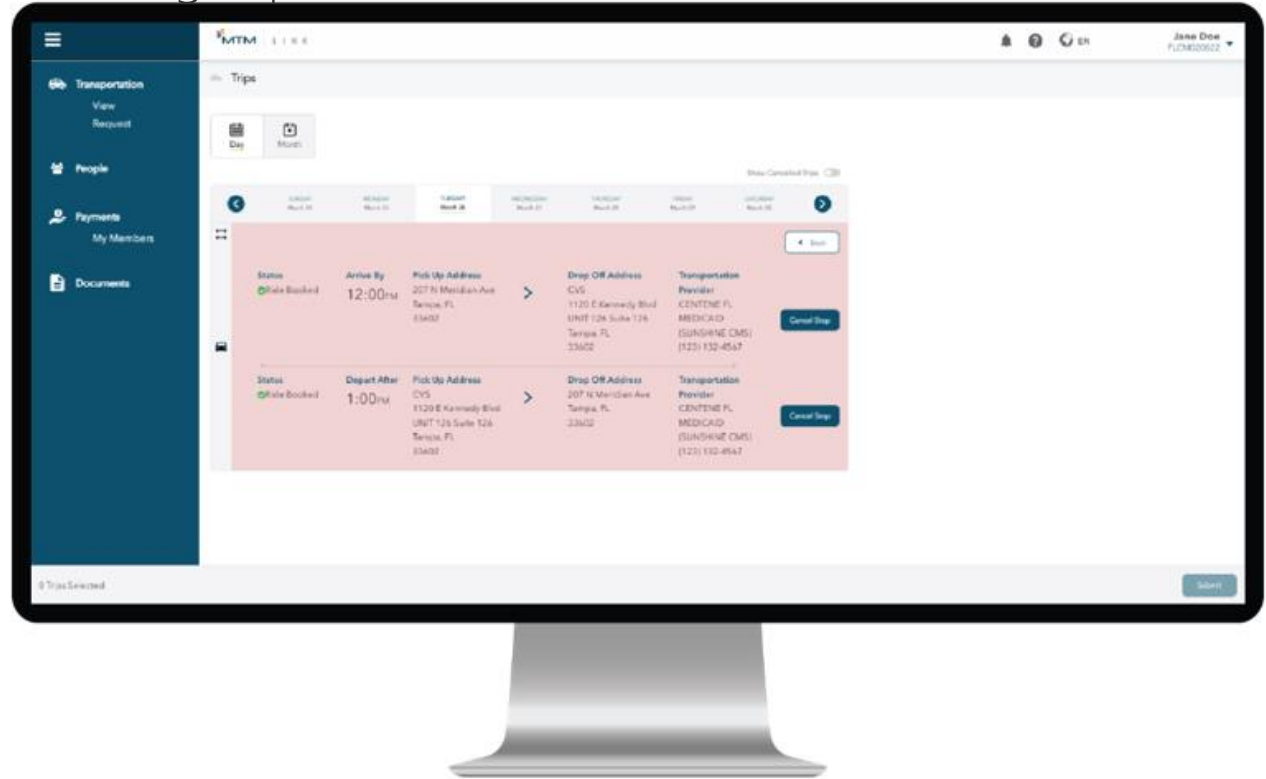




# MTM Link – Member Online Portal

## Canceling an Existing Trip

The trip selected will appear with a red background.





## **Highlighted Discussion Topic:**

**Facility Portal**



# MTM Link – Facility Portal Capabilities

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
- View real-time driver updates

Email [CO-WI@mtm-inc.net](mailto:CO-WI@mtm-inc.net) to request access to the MTM Link Facility Portal

MTM staff will assist you in securing access.



# MTM Link – Facility Portal Capabilities

## Request a New Trip

### Request a Ride

Select the date the member needs a ride and enter in the ride details.

The screenshot shows the 'Person Management' interface for a user named Jen Test (DOB: 01/01/2000). The page is divided into several sections:

- Personal Info:** Includes fields for Full Name, Person ID, Date of Birth, Age, Gender, and Primary Language. It also displays Medicaid ID, Medicare ID, Health Plan ID, and Passphrase.
- Addresses:** Shows Physical and Mailing addresses for 3513 Cross Hill Dr, Madison, WI 53718, Dane County.
- Accommodations:** A section for listing any special requirements.
- Calendar:** A monthly calendar for 2026, currently showing April. The date 30th is selected.
- Notes:** A section for adding notes, with a note from JASMINE BLUE dated 11/11/2025 regarding public transit passes for Beloit.



# MTM Link – Facility Portal Capabilities

## Request a New Trip - Continued

### Request a Ride

Tell us where and when the member needs to be picked up and dropped off.

Also include the members additional information, such as mobility aids and vehicle requirements.

The screenshot displays the 'Request a Ride' form in the MTM Link Facility Portal. The form is organized into three main sections: Request Details, Service User Details, and Conditions.

- Request Details:**
  - Request Type:** Travel
  - Who is requesting the service(s)?** Lydia B Test - (602) 765-3919 (Facility Representative)
  - Trip Details:** 2 Trips
  - Date:** 5/7/2026
  - Trip Reason:** Dialysis
  - Arrive By:** 11:00 AM
  - Starting Address:** 1215 W BIRCHWOOD RD, Payson, AZ, 85541, USA
  - Destination Address:** (Field is present but empty)
- Service User Details:**
  - Passenger Type:** Electric Wheelchair
  - Chair Width:** 11 inches
  - Combined Weight (Chair + Person):** 145
  - Mobility Aids:** Car Seat - Driver provides x, Communications Board x
- Conditions:**
  - Cognitive/Memory Issues x
  - Hearing Impairment x
  - Cognitive/Memory Issues ✓
  - Do Not Leave Unattended
  - Hearing Impairment ✓
  - High Risk Pregnancy
  - IDD
  - Immunocompromised
  - Isolation
  - Limited English

A 'Continue >' button is located at the bottom right of the form. A 'UAT MAIN' label is visible in the top right corner of the interface.



# MTM Link – Facility Portal Capabilities

## View Rides

As a facility user, you can view all rides associated with your facility address by day in the Daily View section.

The screenshot displays the 'Request Search' interface. At the top, there's a search bar with 'Unity Point - Merite...' entered. Below the search bar, there are filters for 'Filter By' (set to 'Facility Name') and 'Facility' (set to 'Unity Point - Merite...'). A 'Filters 1' button is visible. The main section is titled 'Daily Facility Trips' for the date '04/30/2026'. There are two toggle switches: 'Show pick ups' (checked) and 'Show drop offs' (checked). Below the toggles, there are tabs for 'All (0)', 'Provider Pending (0)', and 'Assigned (0)'. A table with columns 'Service Time', 'Name', 'Transport Provider', 'ETA', 'Facility', and 'Attendance' is shown. The table is currently empty, displaying 'No data' in the center.



# MTM Link – Facility Portal Capabilities

## Track Rides

Select the ride you would like to review.

All ride details display once selected.

The screenshot displays the MTM Link Facility Portal interface. A dark blue sidebar on the left contains navigation options: Person Management, Approval Management, and Quality & Compliance (with sub-options: Create Action Item, Quality Queue). The main content area shows a 'Service Summary' for Thursday, 2/28/2024, for Jennifer Doe (Health Plan ABC, 1/1/2007). A modal window is open, showing a map with a blue route from 'Your location' to '1234 Main St'. Below the map is a progress indicator with four steps: 'Driver on the way' (checked), 'Driver Arrived', 'Heading to Destination', and 'Complete'. The 'Estimated Pickup Time' is 5:00 PM. The background interface shows details for 'Itinerary E-WAZ20240125924', including 'Request ID S-WAZ202401023594-C', 'Conditions' (High Risk Pregnancy, Low Riding Vehicle), and a table of ride details.

Date	Arrival
2/28/2024	3:40

Room Number/Floor	Bed Number	Entrance	Nurse Station Phone #
Floor 2 Room 202	104-D	West Wing	555-555-5555

Additional details visible in the background include 'Passenger #1' (85 years old, Manual Wheelchair, 13 inches Chair Width, 145 pounds Combined Weight) and 'Pick Up Address' (1234 Main Street, Raleigh, NC 27609).



# Appendix



# MTM Contact Information

## Members and Healthcare Providers

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

## Transportation Providers

Email: [providerswi@mtm-inc.net](mailto:providerswi@mtm-inc.net)

## Website

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

For help using MTM Link: members can call the Navigator Line:  
888-597-1189

## Member App

Download the *MTM Link Member App* at either:

*App Store*



*Google Play*



Lydia Buckmeier –  
Community Outreach

[CO-WI@mtm-inc.net](mailto:CO-WI@mtm-inc.net)

Que Hatchett –  
Member Ombuds

636-674-6386



Open –  
Travel Trainer

Jennifer Anderson –  
Transp Ombuds

[ProvidersWI@mtm-inc.net](mailto:ProvidersWI@mtm-inc.net)





# Education, Training, and Outreach (ETO)

## MTM Link Facility Portal

The facility portal is a web-based tool that is designed specifically for healthcare facilities.

## Key Focus Items for 2026

Increasing access to the MTM Facility Portal.

Establishing contacts with at least the 100 most frequently utilized healthcare facilities.



## MTM's ETO Core Function

Meeting with facilities and organizations to collaborate in support of members.

*If you are interested in scheduling a meeting, training, or receiving educational materials and resources, please reach out to [CO-WI@mtm-inc.net](mailto:CO-WI@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](http://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](http://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](http://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](https://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/](http://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](http://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.).

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, sickle cell disease treatments, and hospital inpatient/outpatient treatment. Also includes dental appointments.

### Resources

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

**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.



# Reference Guide: Scheduling a Ride

## DHS Web Access

- [dhs.wisconsin.gov/nemt/index.htm](https://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.
- 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/](http://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!*