



MTM | State of Wisconsin Dept. of Health Services

September 4, 2025

Agenda

Program Review Period: Q2 2025

DHS Staff Updates

MTM Staff Updates

MTM Closing the Loop

- GMR and Member Trip Guides – Status Update
- Meals & Lodging – Verbal Form Completion

Q2 2025 Operations Review

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

Highlighted Discussion Topics

- Parental Consent Forms
- On-Demand Transportation Operation – Madison Area

Appendix



Staff Updates

DHS

- Deann Davidson: Communications Specialist
deann.davidson@dhs.wisconsin.gov
- Openings / Additional Updates

MTM

- Openings / Additional Updates



MTM Closing the Loop

**GMR /Trip Scheduling Reference Guides
Meals and Lodging Verbal Form Completion**



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:

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- 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/

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](#)



Meals and Lodging

Members may qualify for **meal and/or lodging reimbursement** when traveling long distances for covered medical appointments. Eligibility is determined by **distance traveled and duration of appointment**.

- 100+ miles one way: Eligible for 1 meal if away from home for 4+ hours.
- 100+ miles one way: Eligible for 2 meals if away for 8+ hours.
- 200+ miles one way: Eligible for 2 meals and 1 overnight stay if away for 8+ hours.
- Multiple overnight stays may be allowed if medically necessary.
- Up to 3 meals per day may be covered on the second and subsequent days of care.

Escort or Attendant:

- If medically required, they may receive the same meal and lodging benefits as the member.



Meals and Lodging

Current Challenge

- In long-distance or overnight travel situations, it can be difficult for members to get the required forms completed and returned in a timely manner. This can delay eligibility confirmation for meals, lodging, or travel support.

Improvement Implemented

- To address this, MTM's Member Travel Team now uses newly developed **electronic forms** that allow them to collect necessary information **directly from healthcare professionals over the phone**.

Additional Submission Options

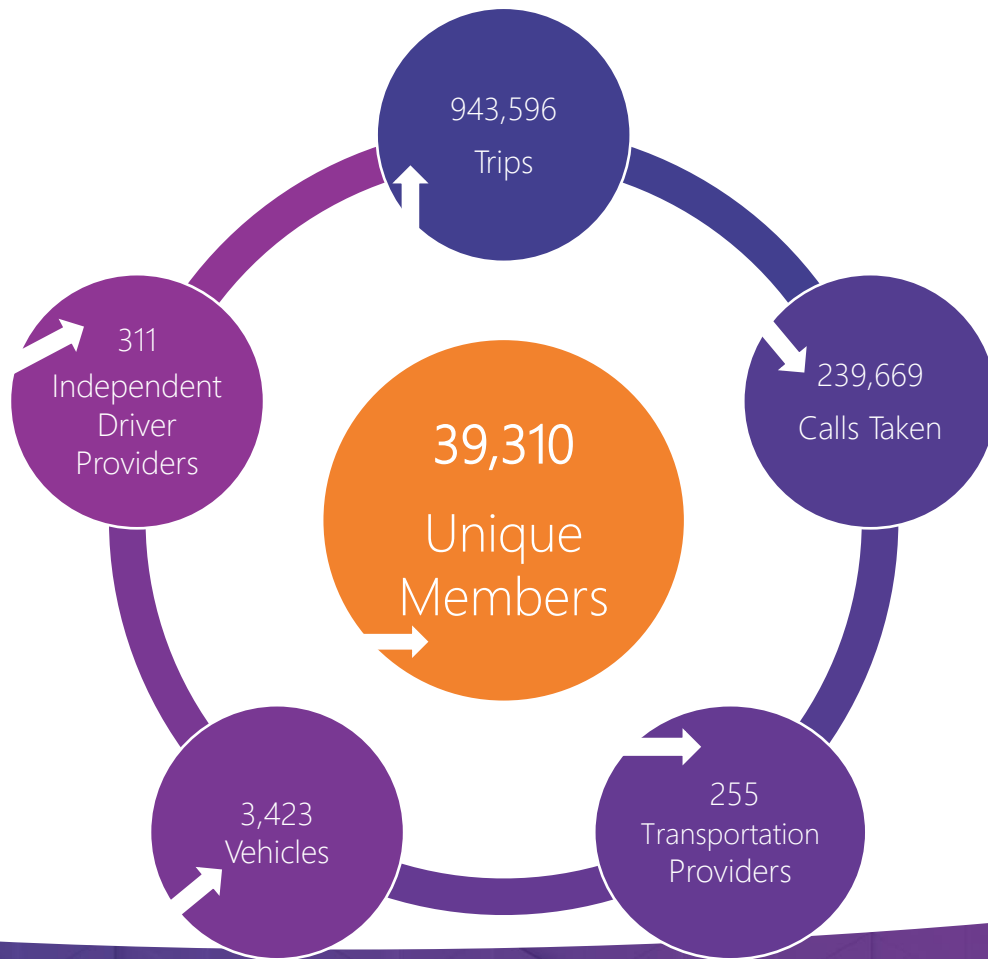
- While phone-based collection is now available, forms may still be completed electronically by the provider or submitted via fax.

A woman with long brown hair is smiling and looking towards the camera while sitting in the driver's seat of a car. She is holding a smartphone in her right hand. The background is slightly blurred, showing the interior of the car and a person in the passenger seat.

Q2 2025 Operations Review

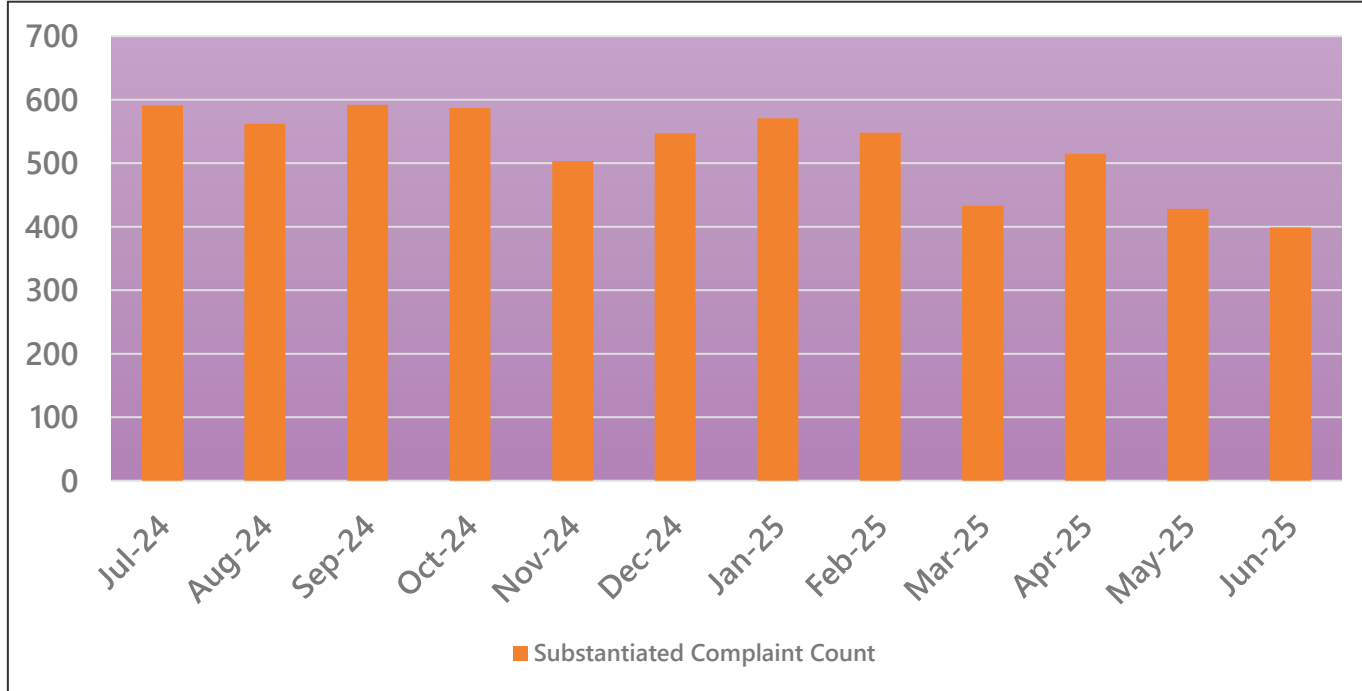


Review Period Q2 2025



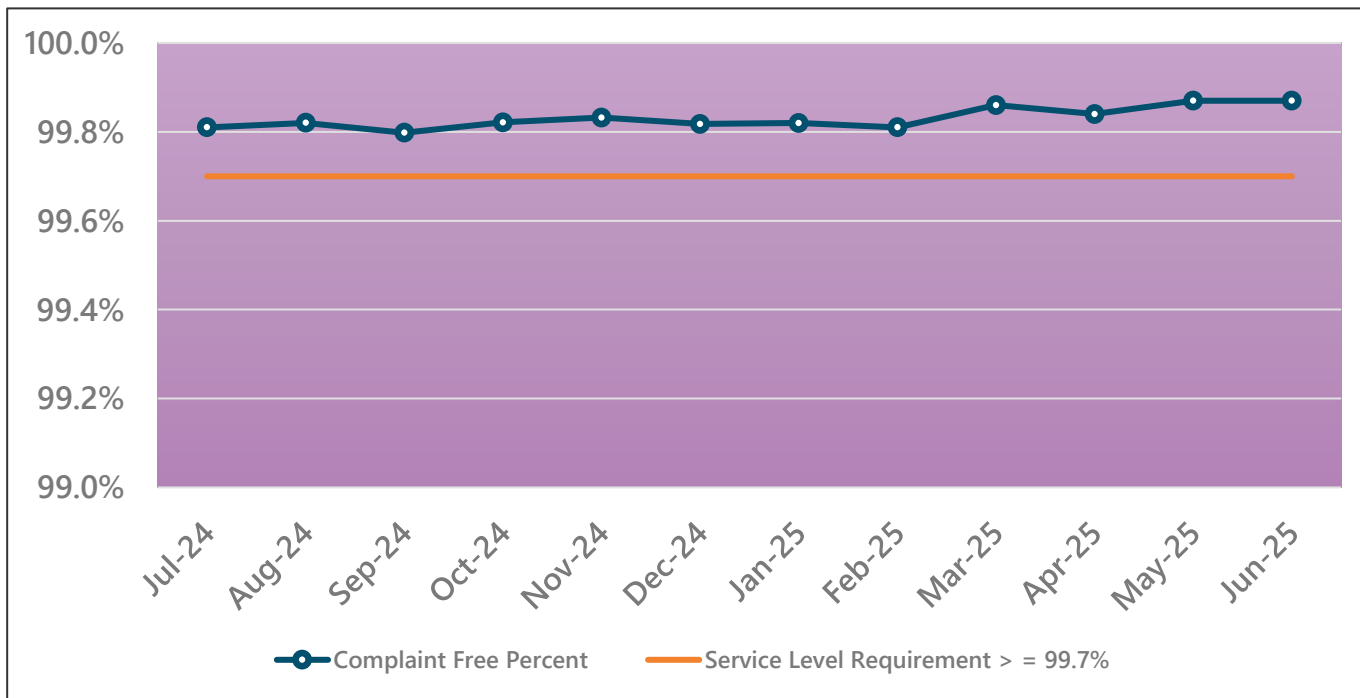


Quality Assurance: Substantiated Complaints



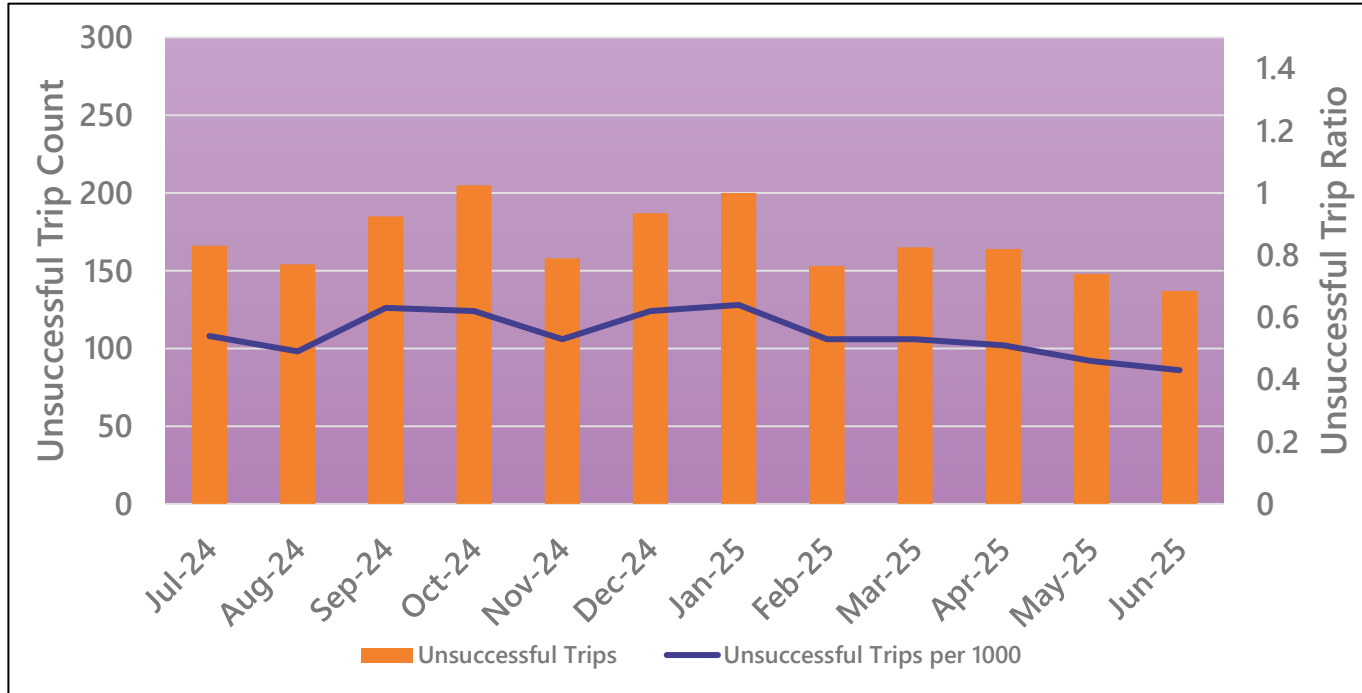


Quality Assurance: Complaint Free Percent



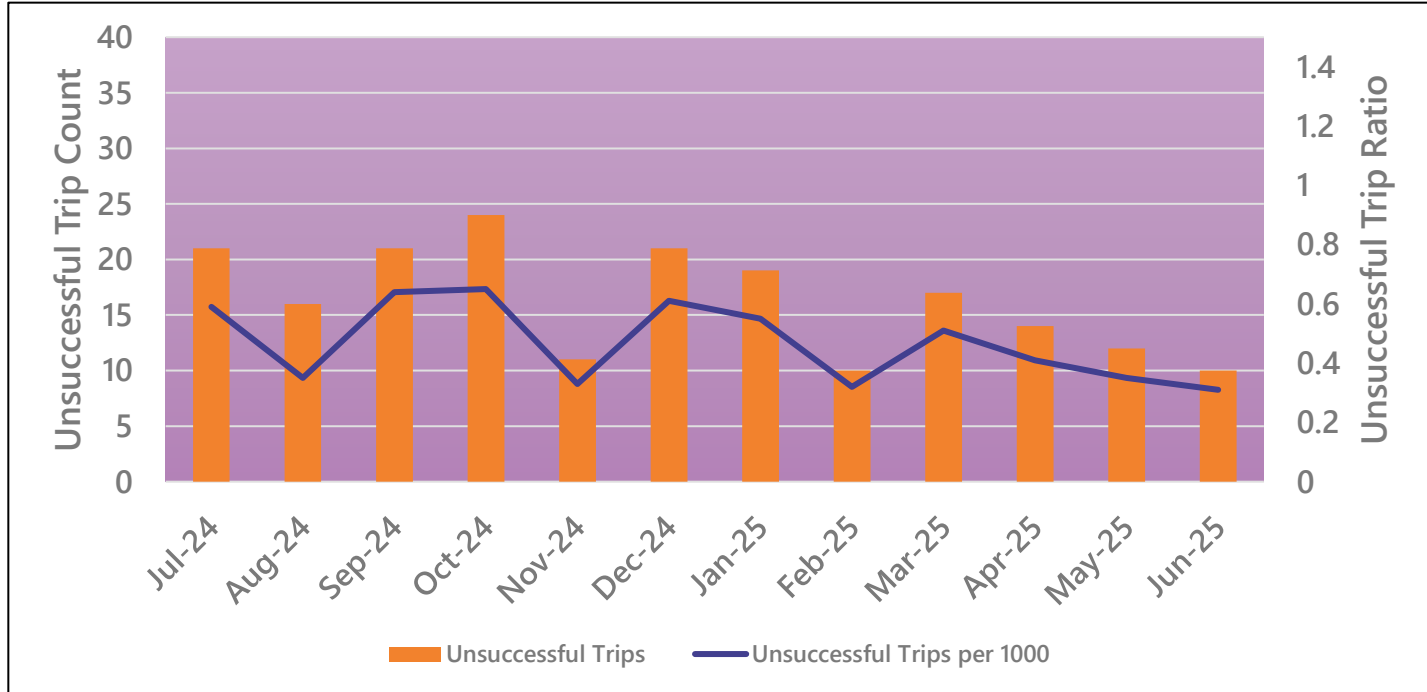


Unsuccessful Trips: Program Level



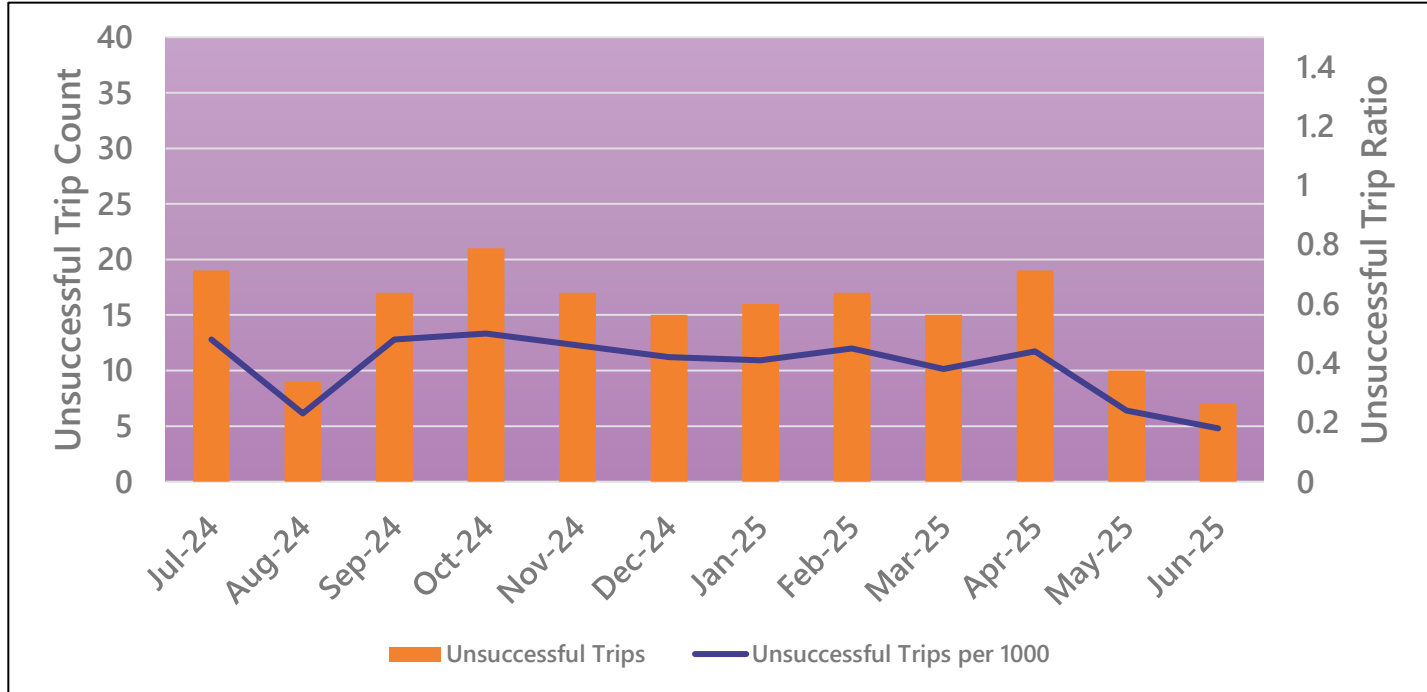


Unsuccessful Trips: Critical Care Trip Level





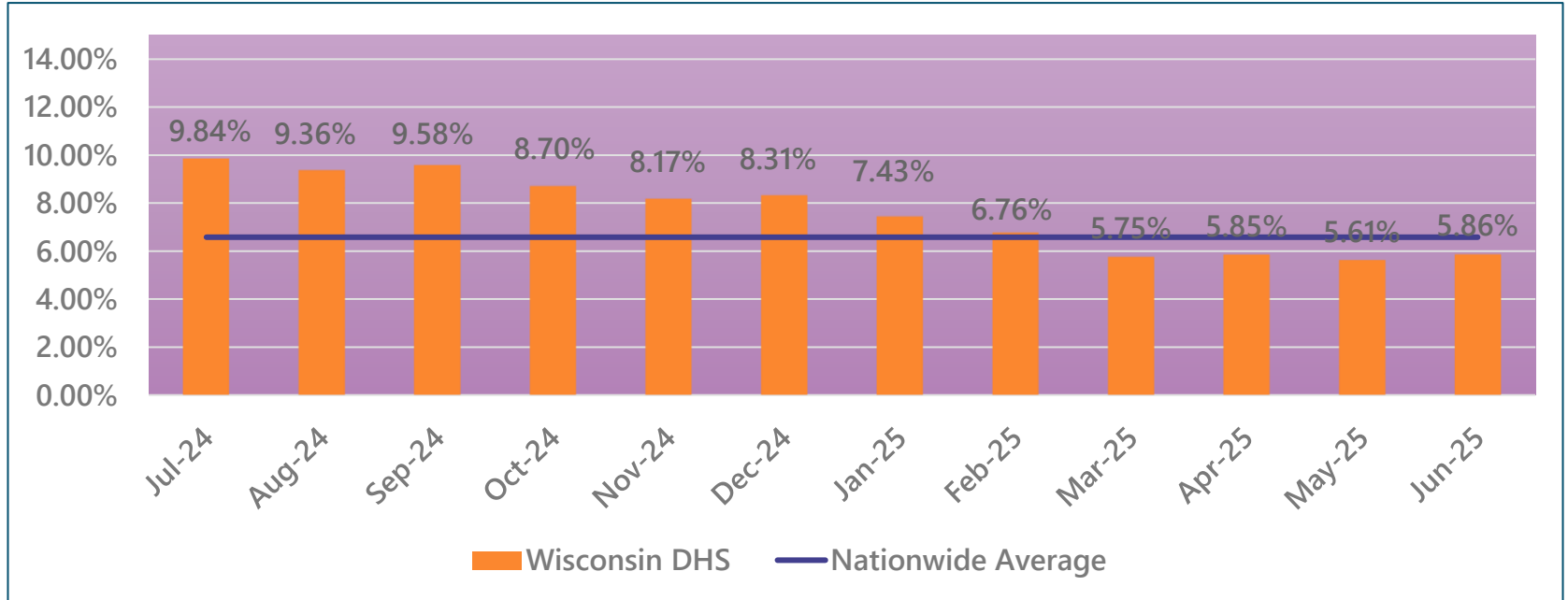
Unsuccessful Trips: Minor Trip Level





Transportation Provider Turnbacks

Statewide Turnback Percentage





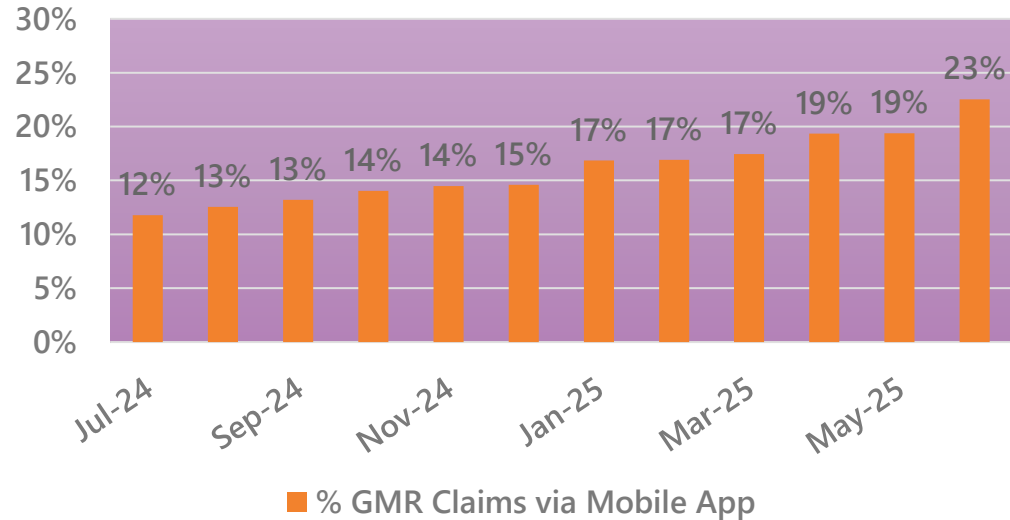
Gas Mileage Reimbursement: Mobile App Claim Trend

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.

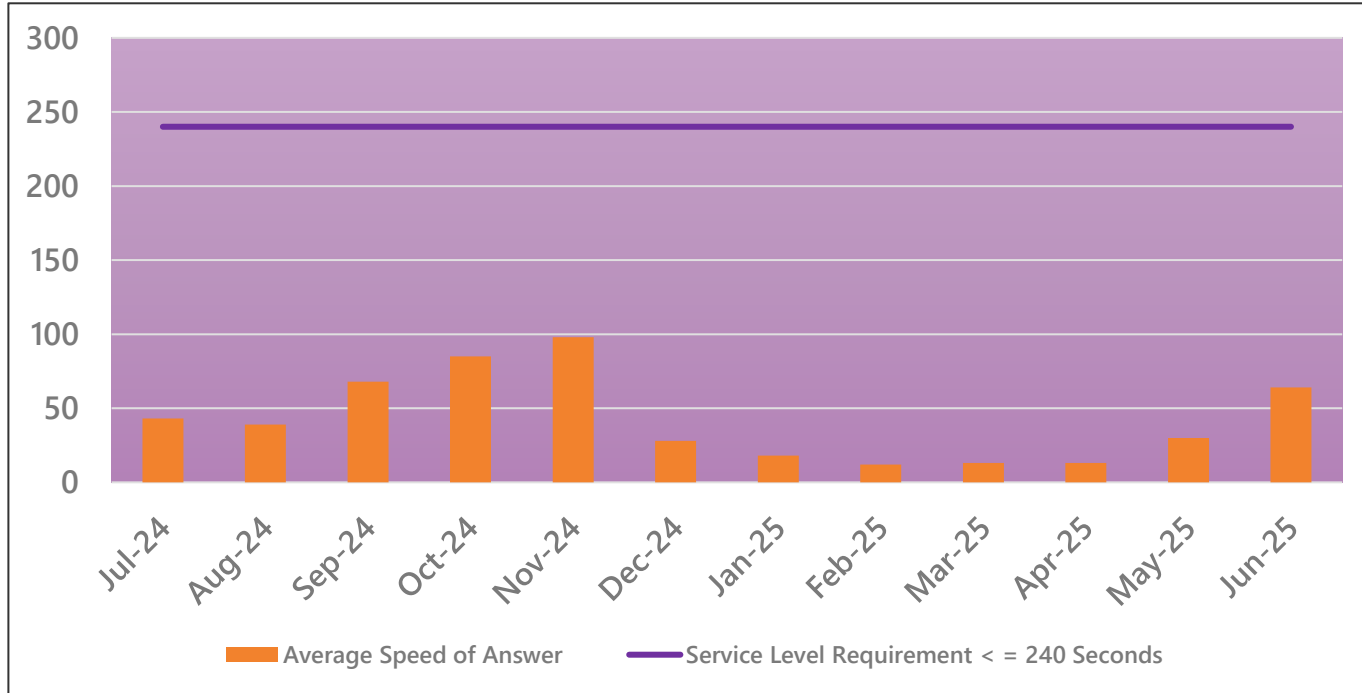
Mobile app submissions can be processed more efficiently, resulting in faster reimbursements to members.



For MTM LINK Mobile App technical assistance, please call: 888-597-1189



Call Center: Average Speed to Answer in Seconds



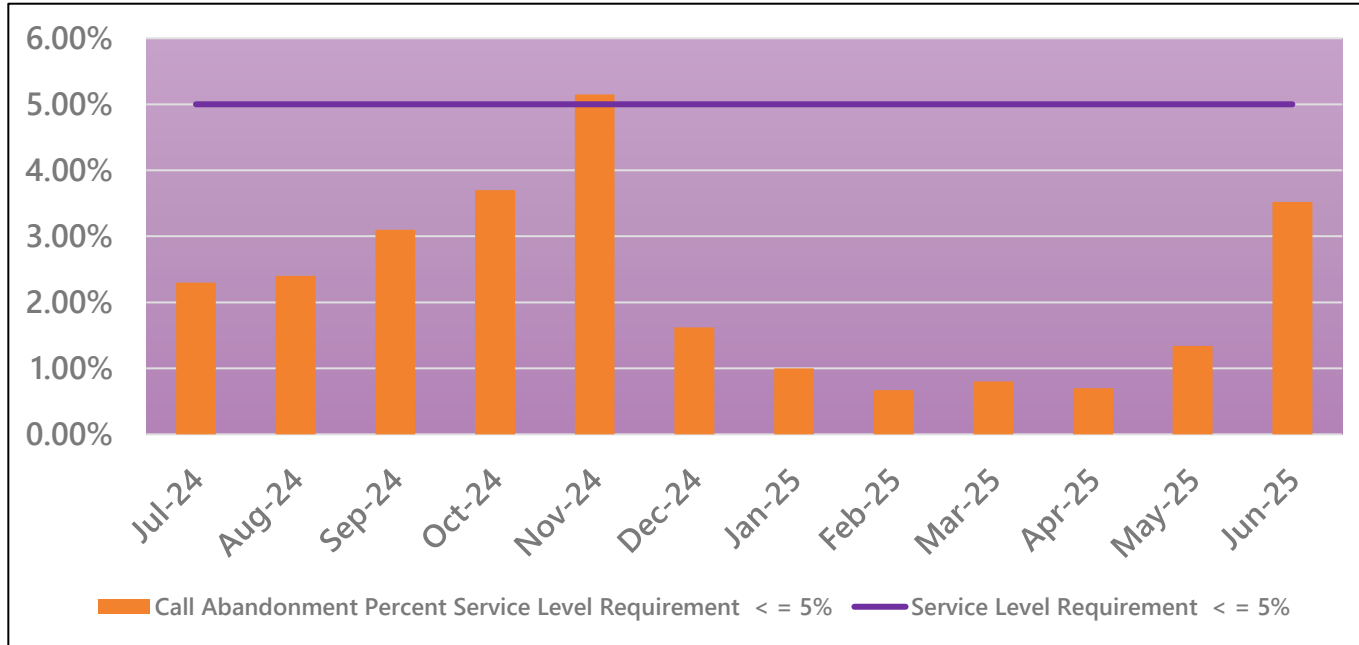


Call Center: Average Speed to Answer in Seconds



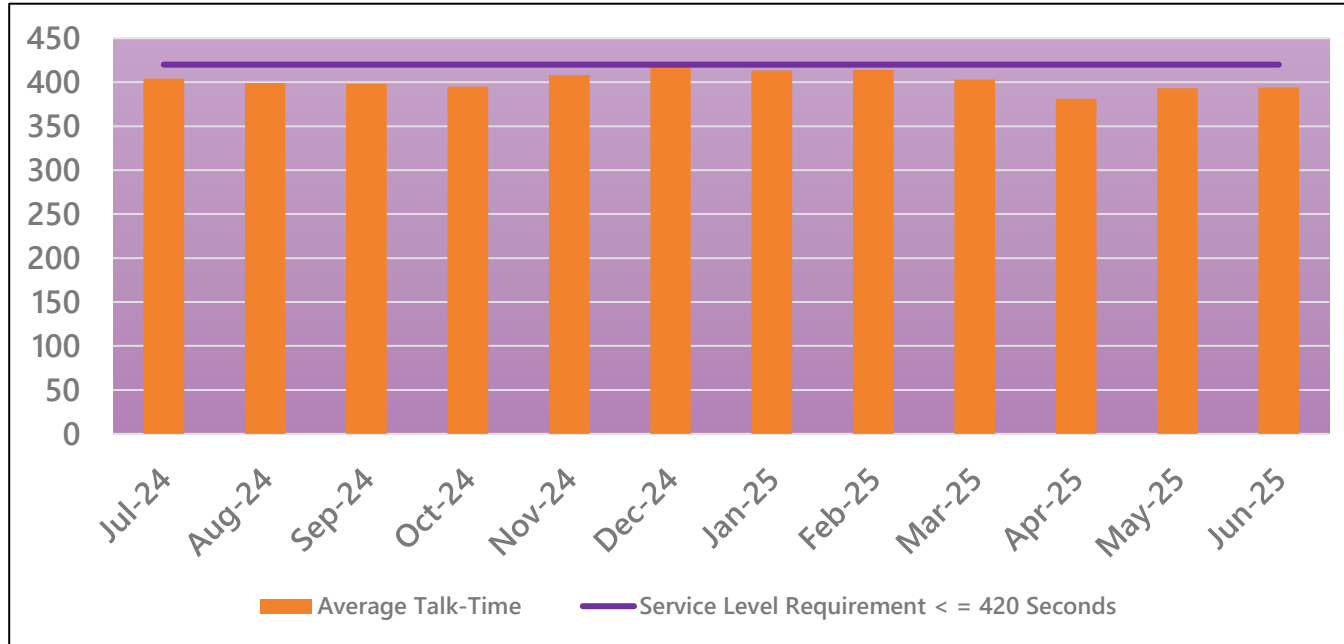


Call Center Service: Call Abandon Percent





Call Center Service: Talk-Time SLA





Q2 2025 Operations Review

Feedback and Questions

**Highlighted
Discussion Topic:
Parental Consent Forms**



Program Forms: Parental Consent Forms

- **Who needs them:** Minor members (age 4-15) traveling without a parent or guardian
- **Who completes them:** A parent or guardian
- **How are they submitted:** Online, Fax, Mail. Healthcare facilities can coordinate with MTM's Minor Transportation Manager, Josh Dodge at jdodge@mtm-inc.net
- **Where can they be found:** <https://www.mtm-inc.net/wisconsin/members/>



Program Forms: Parental Consent Forms

Parental consent forms can be found at MTM's website

mtm-inc.net/wisconsin

****NEW**** Electronic Forms

- **Attendant/Escort Medical Necessity Form**
- **Distance Verification Form**
- **LON Form (Standard and Ambulance and Stretcher)**
- **Meals and Lodging Form – English, Hmong, and Spanish**
- **Parental Consent Form (Children Age 4-11 and Age 12-15) – English, Hmong, and Spanish**

Standard Forms

- **Attendant/Escort Medical Necessity Form**
- **Distance Verification Form**
- **Level of Need (LON) Form**
- **Level of Need (LON) Form: Ambulance and Stretcher**
- **Meals and Lodging Request Form**
- **Meals and Lodging Request Form – Hmong**
- **Meals and Lodging Request Form – Spanish**
- **Parental Consent Form: Children Age 4-11**
- **Parental Consent Form: Children Age 4-11 – Hmong**
- **Parental Consent Form: Children Age 4-11 – Spanish**
- **Parental Consent Form: Children Age 12-15**
- **Parental Consent Form: Children Age 12-15 – Hmong**
- **Parental Consent Form: Children Age 12-15 – Spanish**



Discussion:

Parental Consent Forms

**Highlighted
Discussion Topic:**
**VeyoRide OnDemand
Madison/Dane County**



MTM Madison Area Network Expansion

MTM is launching an internal operational change to enhance transportation access in the Madison area. This change involves the creation of an on-demand Independent Driver Provider (IDP) operation.

In Wisconsin, these drivers are commonly referred to as “IDPs”, but the formal name of the program is VeyoRide.

What This Means for Members

- This behind-the-scenes update will have **minimal impact** on members. It may simply feel like an **additional transportation provider**.



No changes to:

- How members or facilities schedule trips
- Driver trip requirements



Vehicles will be identified as: VeyoRide



MTM Madison Area Network Expansion

An on-demand VeyoRide operation in Milwaukee has been in place since Q1 2022



Made up of community-based independent driver providers

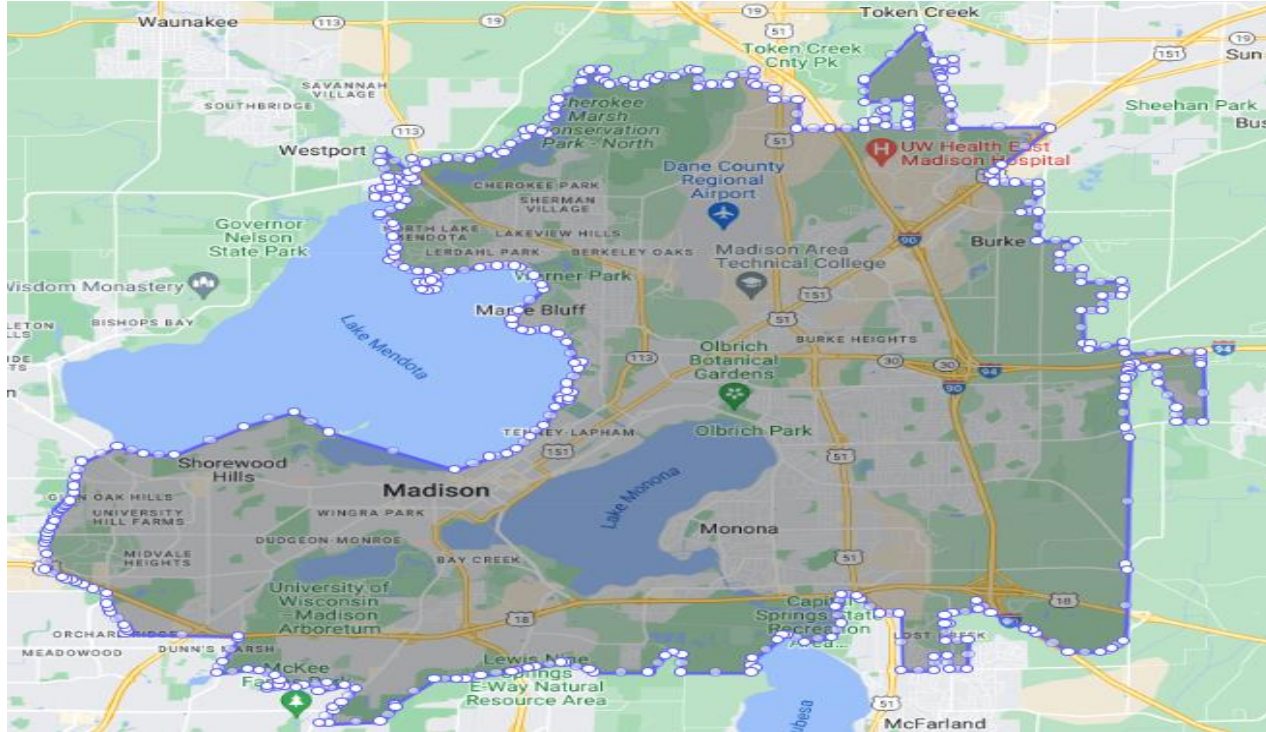
IDP's have the same credentialing and training requirements as third-party provider drivers

Madison launch on Monday September 2, 2025

This will initially increase Madison area capacity by ~50 drivers



MTM Madison Area Network Expansion Approximate Map





MTM Madison Area Network Expansion

Additional Details

- If a member's trip is assigned to the VeyoRide OnDemand operation, they will likely have different drivers on the A and B legs of their trips that day
- These trips are not co-loaded
- VeyoRide vehicles are common carrier only
- The on-demand model efficiently identifies drivers for same day trips like hospital discharges and urgent trip requests



Discussion:

VeyoRide OnDemand Madison/Dane County

A photograph of two women smiling and interacting. The woman on the left is a Black woman with dark hair, wearing a blue denim shirt and a lanyard with a Veyo logo. The woman on the right is a white woman with short grey hair, wearing a purple top. They are both smiling and looking at each other. The background is slightly blurred, showing some greenery and a building.

Appendix



MTM Contact Information

Members and Healthcare Providers

- Book Trips or Submit Complaints: 866-907-1493
- Email for Healthcare Providers:
CO-WI@mtm-inc.net

Transportation Providers

Email: providerswi@mtm-inc.net

Website

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

Member App

Download the *MTM Link Member* App via Google Play or the App Store

Community Outreach

CO-WI@mtm-inc.net



**Shelby Turner –
Travel Trainer**

sheturner@mtm-inc.net



**Que Hatchett –
Member Ombuds**

636-674-6386



**Jennifer Anderson –
Transp Ombuds**

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 2025

Increasing access to the MTM Facility Portal.



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.



Closing Questions and Feedback

Thank You for Attending!