



MTM | State of Wisconsin Dept. of Health Services

June 05, 2025

Agenda

Program Review Period: Q1 2025

MTM Closing the Loop

- GMR and Member Trip Guides – Status Update
- MTM Website – Status of Form Translation

Q1 2025 Operations Review

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

Highlighted Discussion Topics

- MTM Link - Member App / Online Portal Capabilities
- MTM Link - Facility Portal Capabilities

Appendix



MTM Closing the Loop



Closing the Loop, Mar 6th TAC Meeting

1. Reference Guides

- Gas Mileage Reimbursement Reference Guide
- Member Scheduling Reference Guide

2. Program Forms: Translated Versions



Reference Guides

Gas Mileage Reimbursement Reference

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.



WISCONSIN DEPARTMENT
of HEALTH SERVICES

P-XXXXX 05/2025

MTM

veyo
An MTM company



Reference Guides

Scheduling a Ride Reference

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:




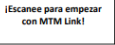
- Your name, address, and phone number.
- Your ForwardHealth card ten-digit number.
- The street address and the phone number where you want to be picked up.
- The name, phone number, address, and ZIP code of your appointment location.
- The date and start time of your appointment.
- The end time of 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.).



Program Forms: Translated Versions

Translations of member facing forms and resources are now available in Spanish and Hmong on the MTM Website

- [GMR Trip Log – Hmong](#)
- [GMR Trip Log – Spanish](#)
- [Instructions for Updating GMR Payment Preferences – Hmong](#)
- [Instructions for Updating GMR Payment Preferences – Spanish](#)
- [Meals and Lodging Form – English, Hmong, and Spanish](#)
- [Parental Consent Form \(Children Age 4-11 and Age 12-15\) – English, Hmong, and Spanish](#)

MTM		Reimbursement Trip Log	
Instructions: <ul style="list-style-type: none">• To be reimbursed, you must schedule your trip prior to your appointment or on the same day as your appointment.• You can schedule your trip in one of three ways:<ul style="list-style-type: none">○ Call 866-907-1493 (TTY: 711)○ Use○ Use		 Mail or fax this completed form to: MTM, Attention: Trip Logs 16 Hawk Ridge Dr. Lake St. Louis, MO 63367	
Visit https://www.mtm-inc.net/mtm-link/ to register for the app. You may also: <ul style="list-style-type: none">• You must be a member (see below)• You must be 18 years of age or older• A health care provider must authorize the trip		Phau Ntawv Teev Kev Mus Ncig Rau Kev Them Rov Qab  Xa lossis fax daim foos no uas tau sau taw mus rau: MTM, Attention: Trip Logs 16 Hawk Ridge Dr.	
Cov Lus Qhia: <ul style="list-style-type: none">• Yog xav kom tau txais kev them rov qab, koj yuav tsum teem koj qhov kev mus ncig ua ntej koj mus teem caij kho mob lossis tib hnub ntawd uas koj muaj kev teem caij.• Koj tuaj yeem teem koj qhov kev mus ncig hauv ib qho ntawm:<ul style="list-style-type: none">○ Hu○ Siv○ Siv		Registro de viajes para el reembolso  Envíe por correo postal o por fax este formulario completado: MTM, Attention: Trip Logs 16 Hawk Ridge Dr. Lake St. Louis, MO 63367 Fax: 1-877-318-1435	
Instructions: <ul style="list-style-type: none">• Para recibir el reembolso, debe programar su viaje antes o el mismo día de la cita.• Puede programar su viaje de una de las siguientes tres maneras:<ul style="list-style-type: none">○ Llame al 866-907-1493 (TTY: 711)○ Use el Portal del Miembro de MTM Link○ Use la aplicación móvil para miembros de MTM Link		¿Tiene preguntas sobre el reembolso? Llame al 866-907-1493 (TTY: 711).	
Visite https://www.mtm-inc.net/mtm-link/ para registrarse en el Portal del Miembro de MTM Link o descargue la aplicación móvil para miembros de MTM Link. También puede escanear el código QR que aparece a la derecha.		 <small>(Escanee para empezar con MTM Link)</small>	
<ul style="list-style-type: none">• Debe presentar un Registro de viajes para reembolso para todos los viajes. El Registro de viajes para reembolso incluye espacio para seis viajes (vea a continuación). Asegúrese de firmar en la parte de abajo de este formulario.• Debe presentar su Registro de viajes para reembolso no más de un año después de la fecha de la primera cita que aparece en el formulario.<ul style="list-style-type: none">○ Tenga en cuenta lo siguiente: si va a usar la aplicación de MTM Link en lugar de este Registro de viajes para reembolso para reclamar el reembolso, debe presentar la solicitud de reembolso en la aplicación el mismo día del viaje.			

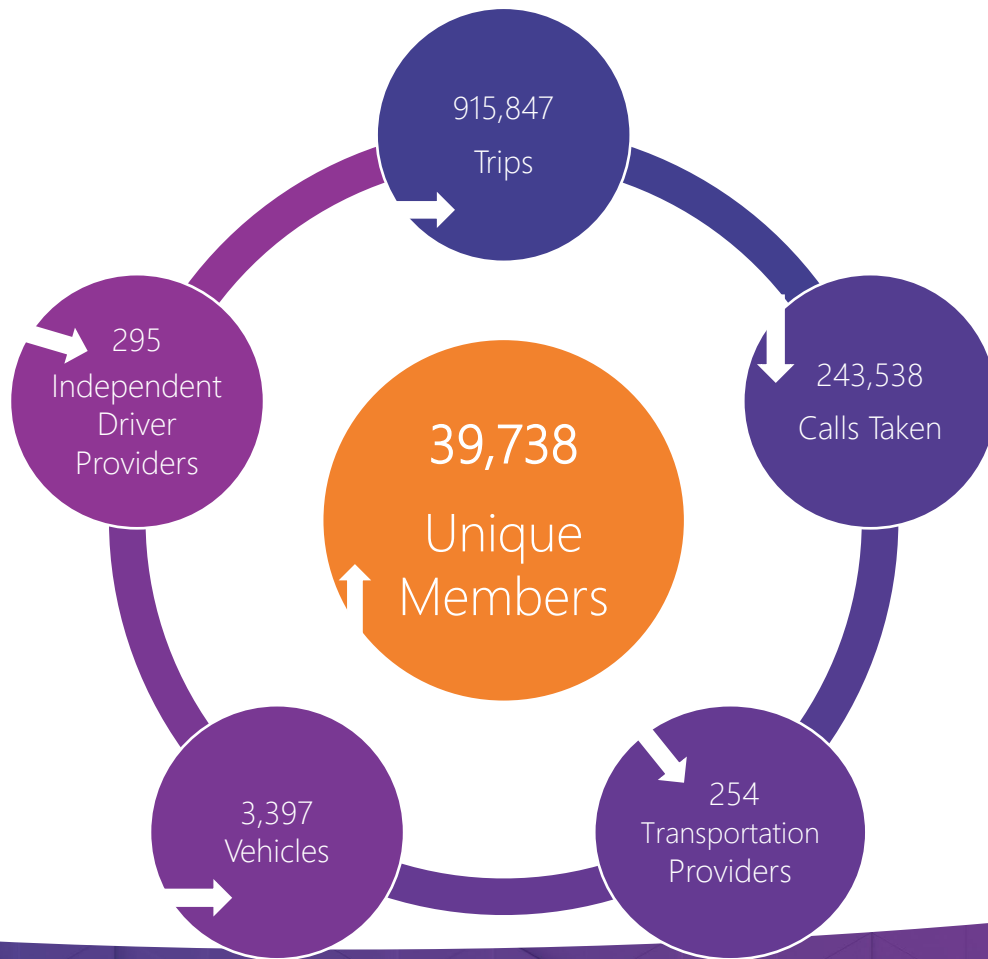


Q1 2025 Operations Review

Feedback and Questions

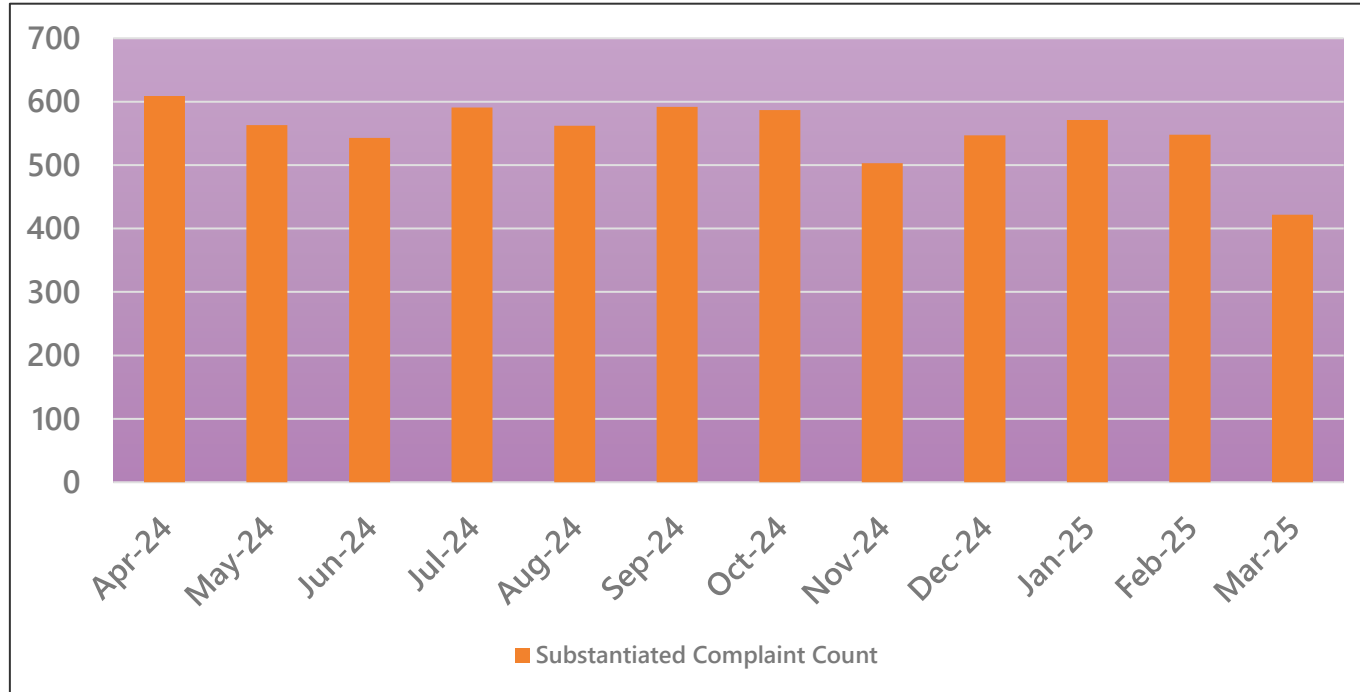


Review Period Q1 2025



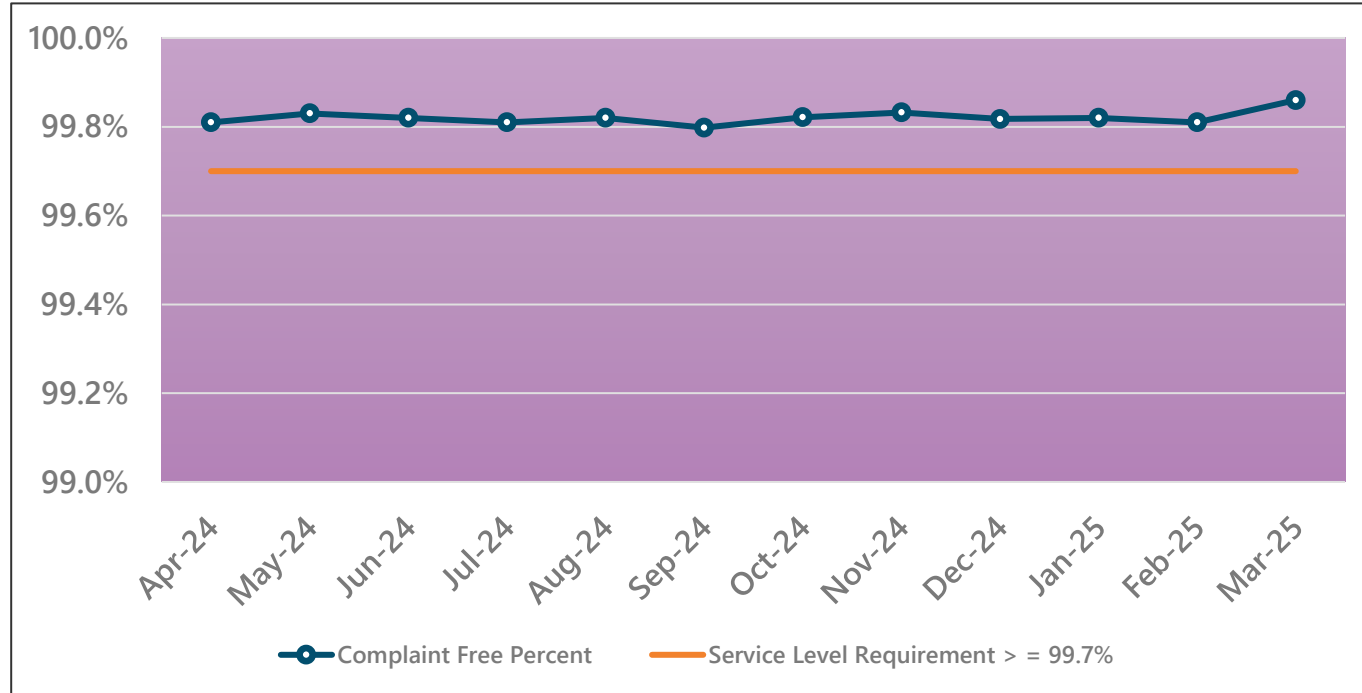


Quality Assurance: Substantiated Complaints



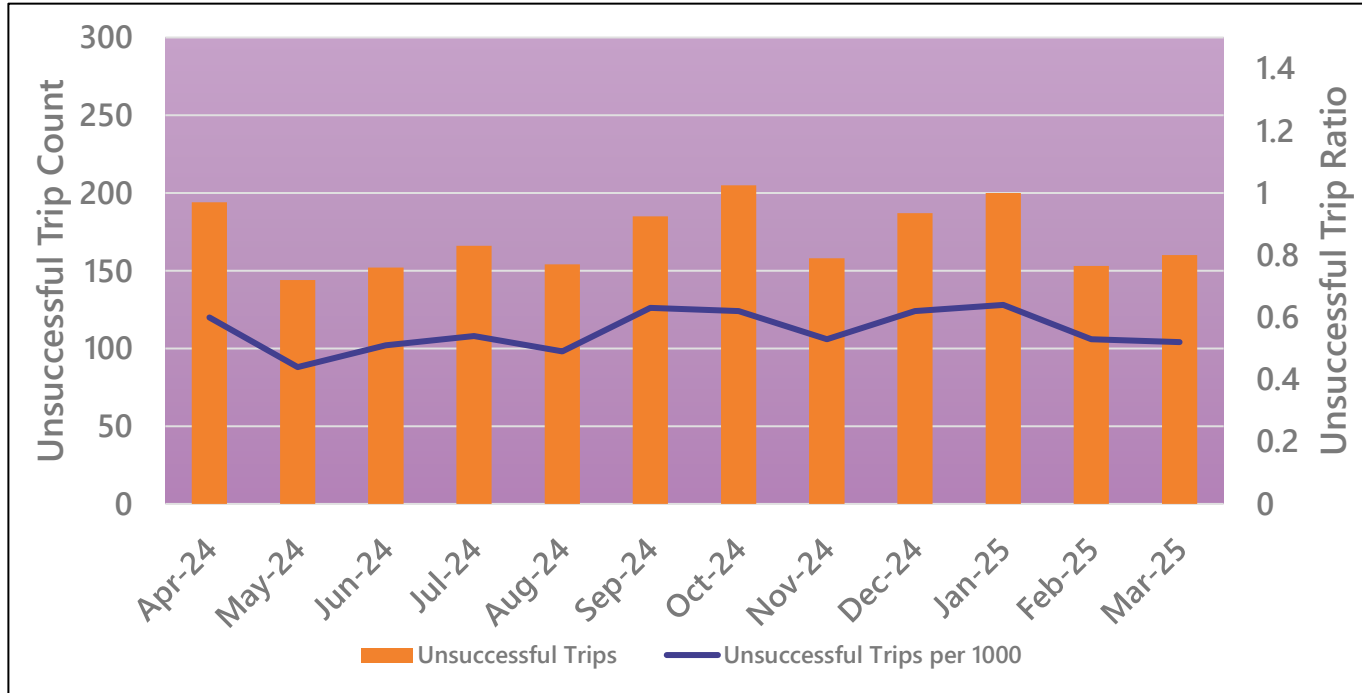


Quality Assurance: Complaint Free Percent



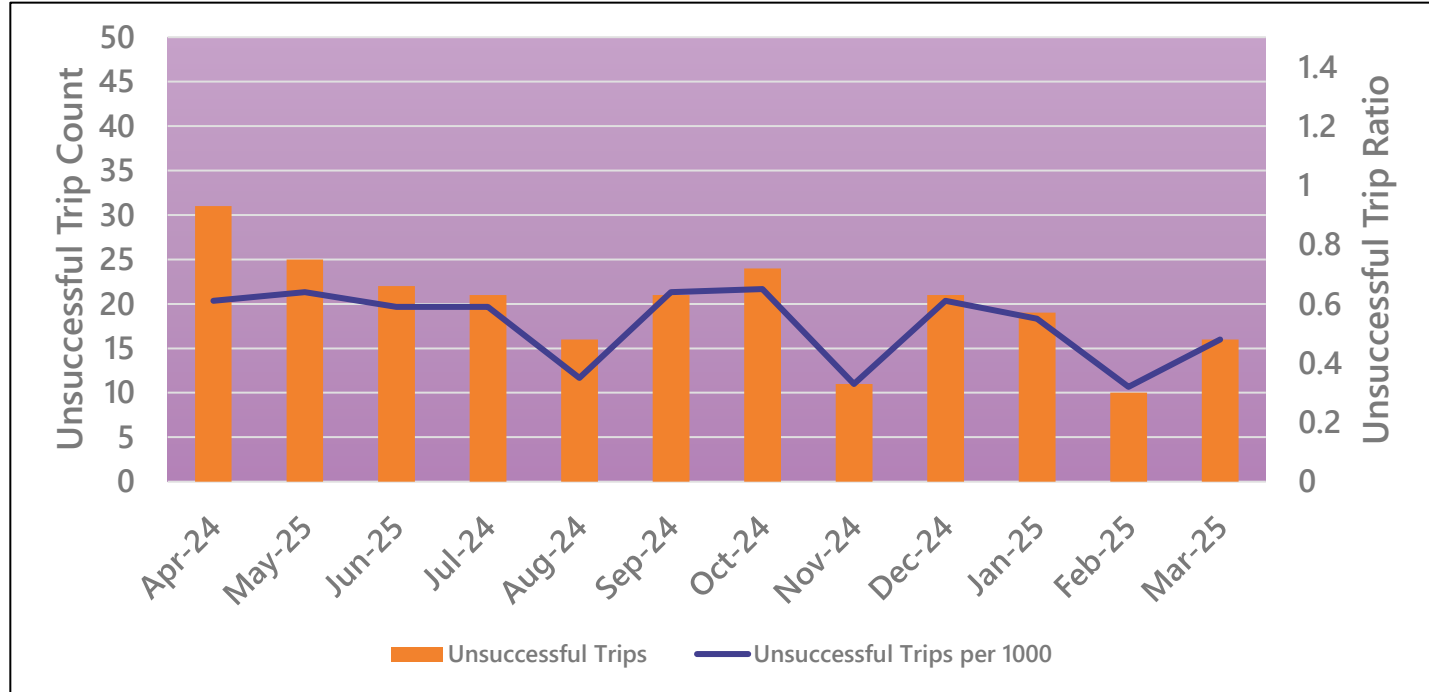


Unsuccessful Trips: Program Level



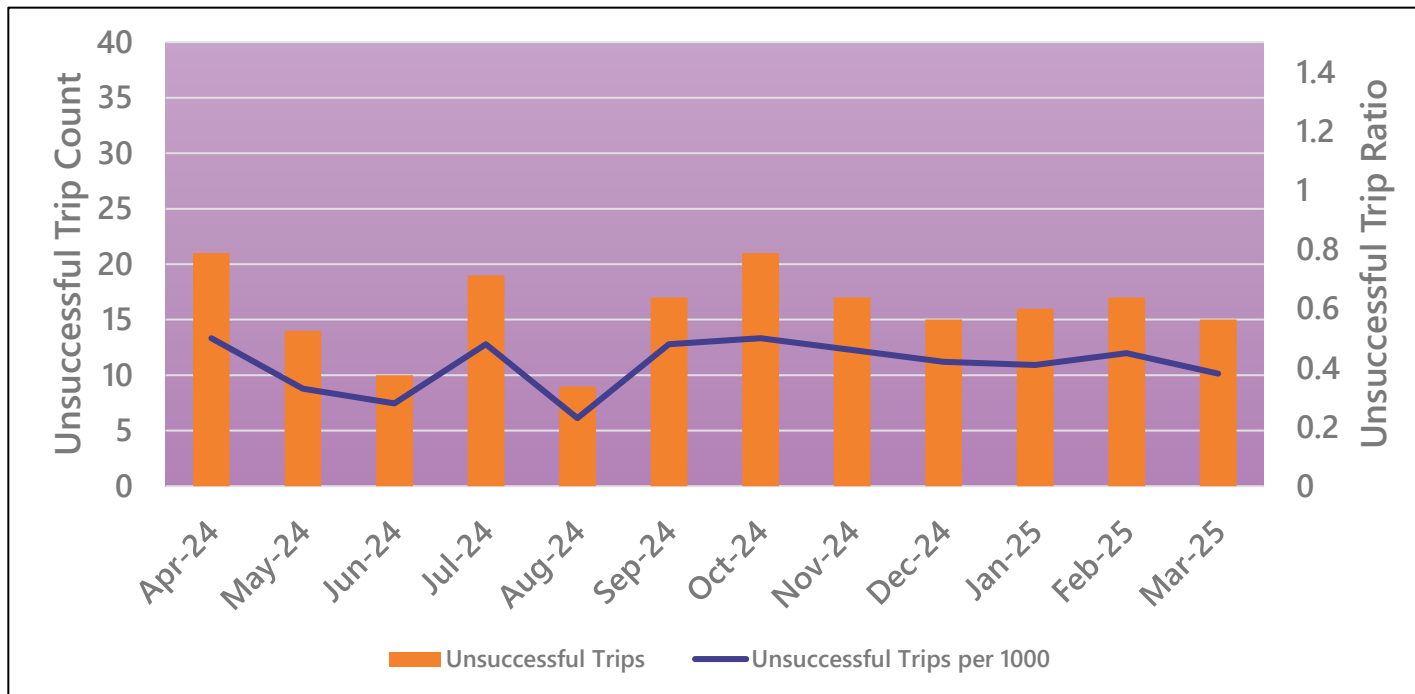


Unsuccessful Trips: Critical Care Trip Level





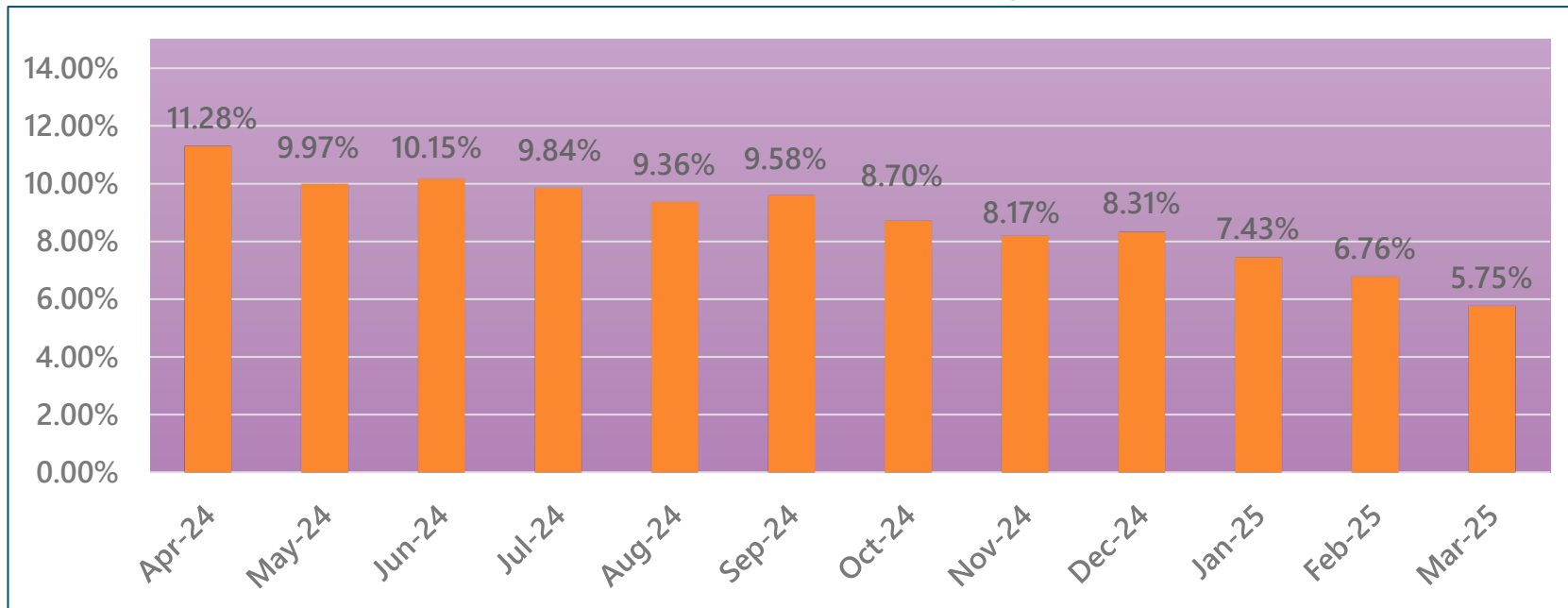
Unsuccessful Trips: Minor Trip Level





Transportation Provider Turnbacks

Statewide Turnback Percentage





Substance Use Disorder (SUD) Quality Assurance Actions

On January 1st, quality assurance measures were piloted. On May 1st, the quality assurance measures were implemented for NEMT trips taken to SUD facilities with the following objectives:

1. Increase transportation provider oversight.
2. Strengthen relationships with SUD facility representatives.
3. Ensuring member safety.

Specific action items include:

- On-site unannounced vehicle inspections
- Secret rider trips
- Frequent strategic facility outreach



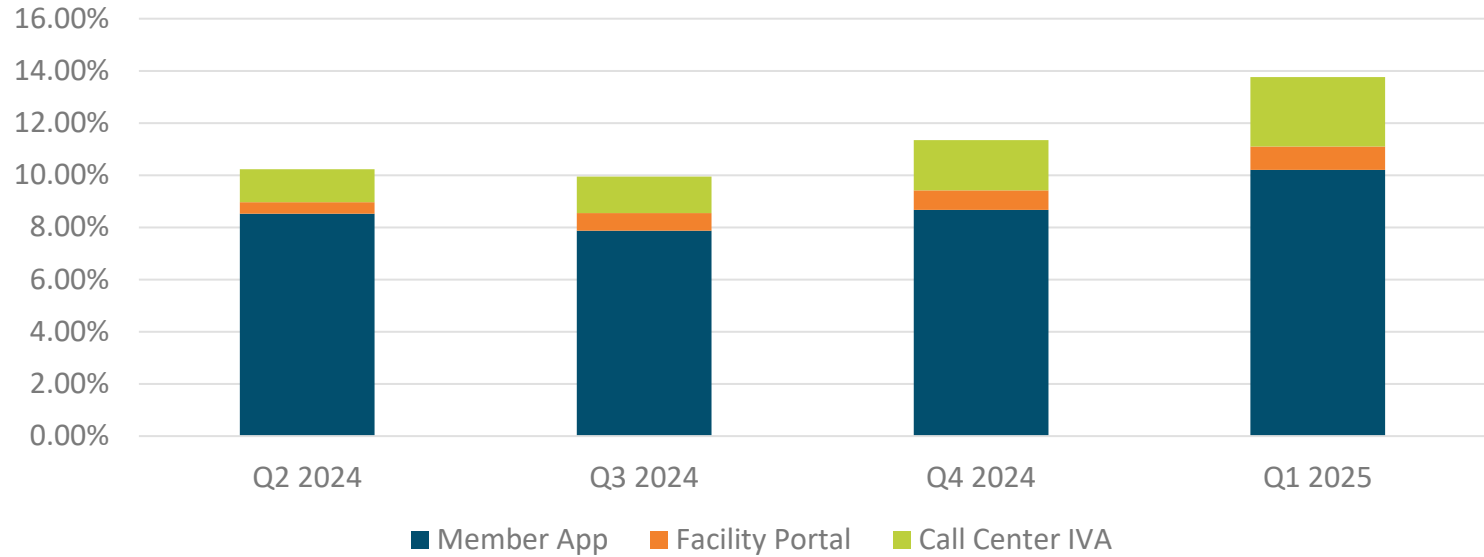
Substance Use Disorder (SUD) Quality Assurance Actions

SUD Facility Specific Actions: January 01, 2025 - April 30, 2025

- 84 Unique vehicles inspected
- 26 Inspection visits across 16 different unique locations
- 22 Strategic outreach conversations performed
- 10 Secret rider trips completed



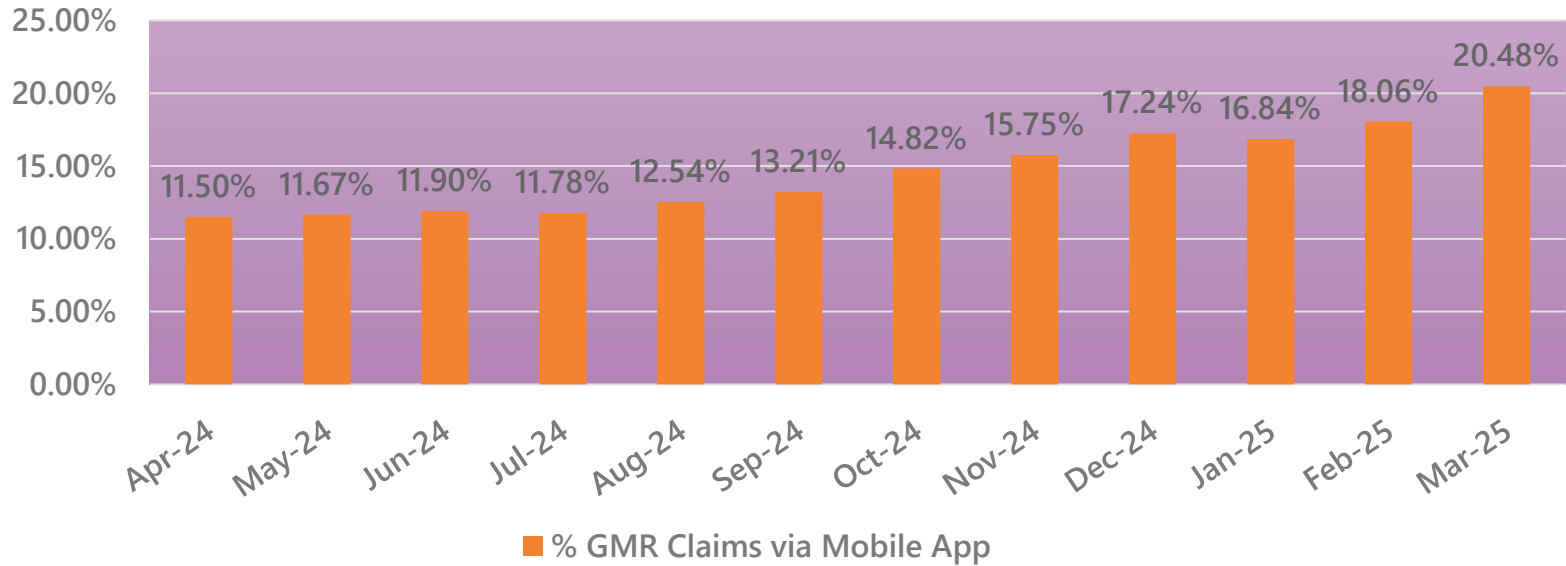
Self Service Options: Trips Booked by Method



Trips booked per month: ~400,000



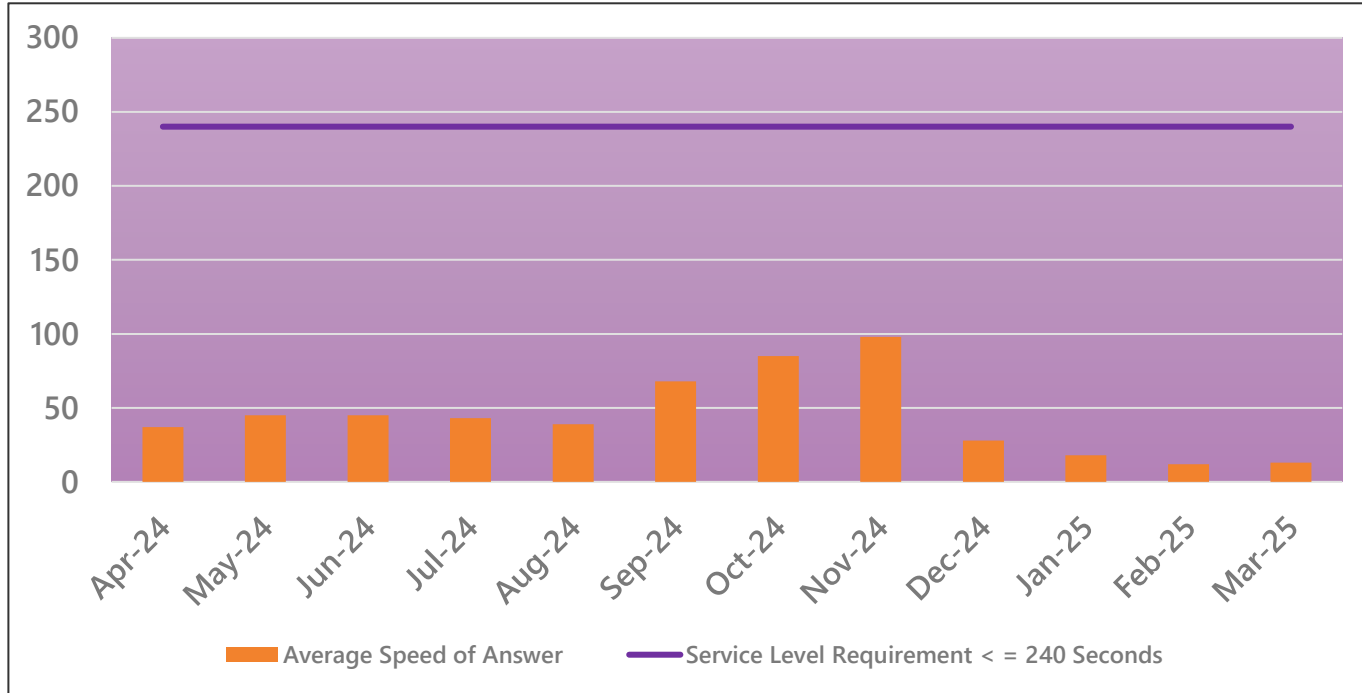
Self Service Options: GMR Claim % Mobile App



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



Call Center: Average Speed to Answer in Seconds



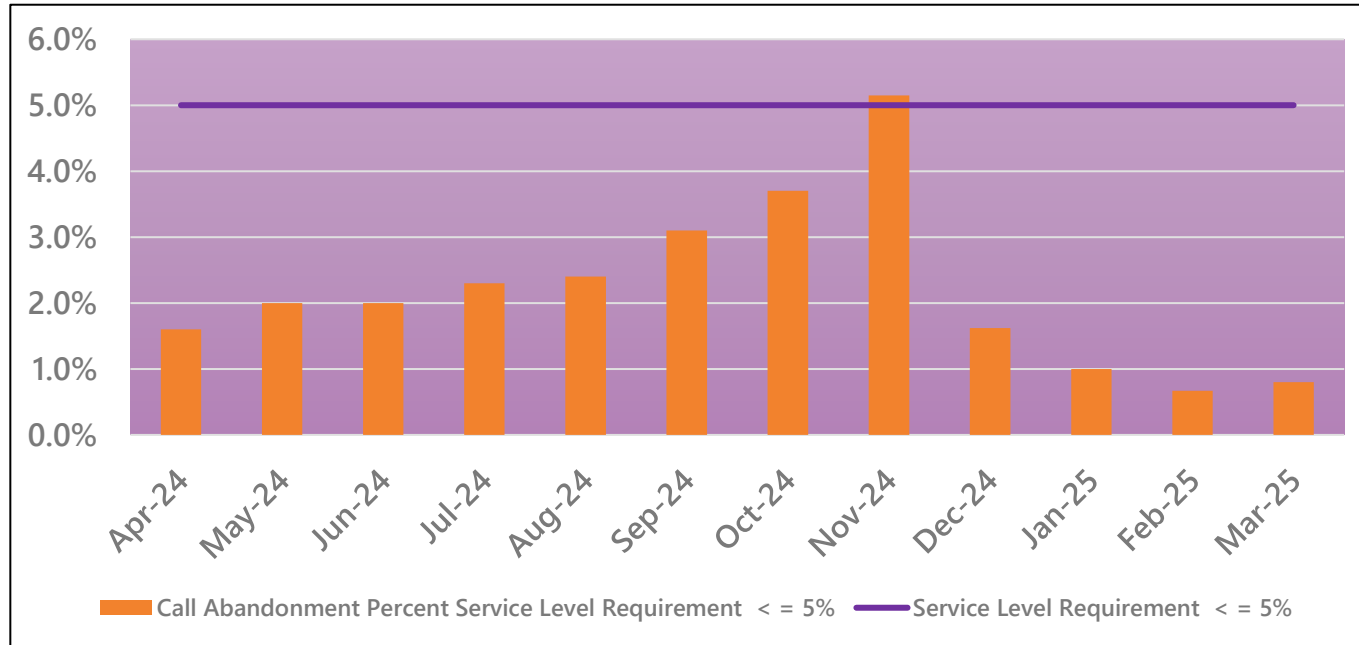


Call Center: Average Speed to Answer in Seconds



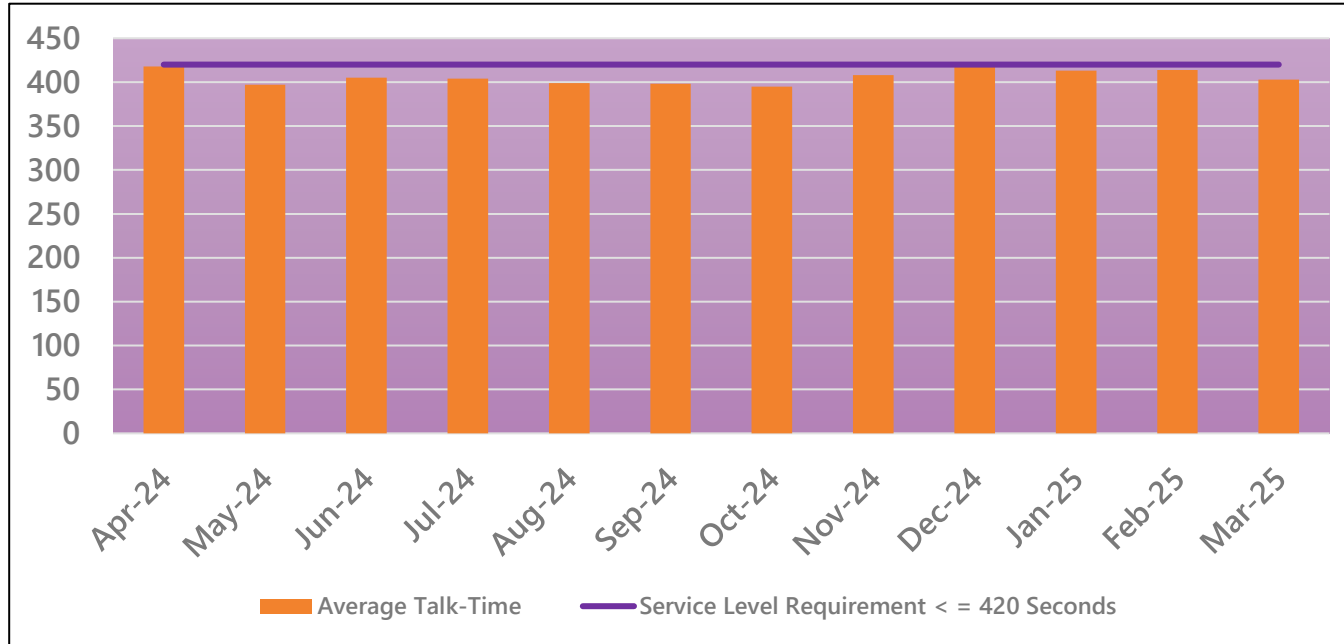


Call Center Service: Call Abandon Percent





Call Center Service: Talk-Time SLA





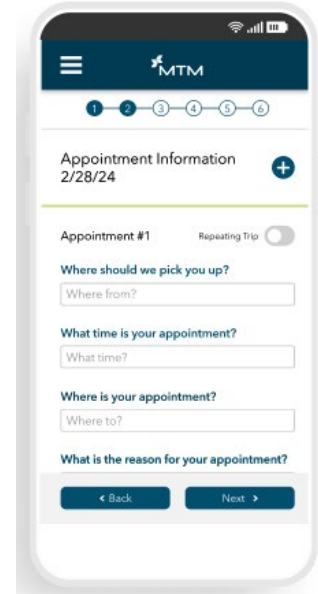
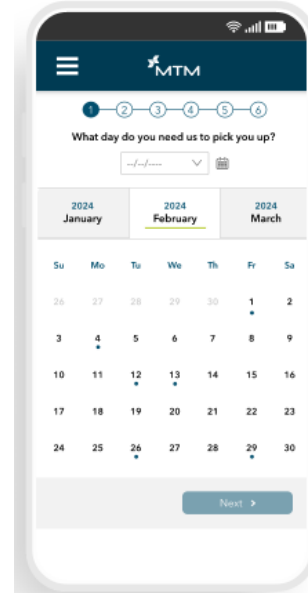
**Highlighted
Discussion Topic:**
**MTM Link
Member App / Online Portal**



MTM Link – Member App / Online Portal Capabilities

Request a Ride

Select the date you need a ride and enter in your ride details. Tell us where and when to pick you up, and where you need to be dropped off.



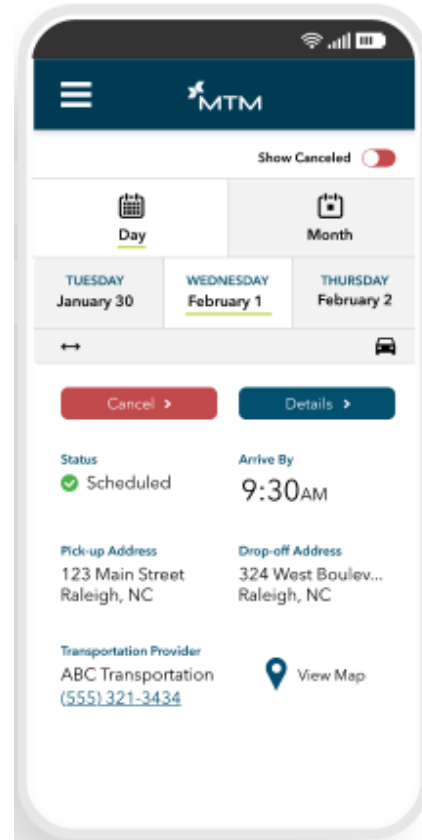


MTM Link – Member App / Online Portal Capabilities

Review / Cancel Existing Rides

You can see your ride status, pick-up time and address, drop-off address, and transportation provider information for each ride you have scheduled.

If cancellation is necessary, you can select the cancel button.

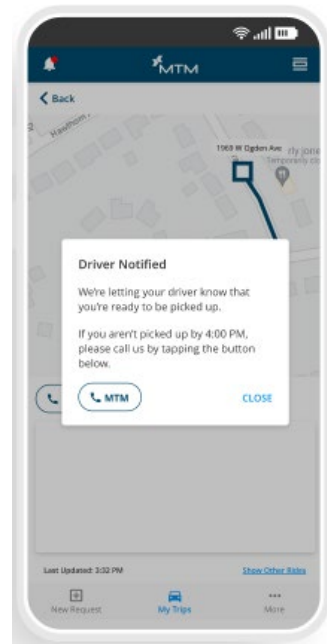
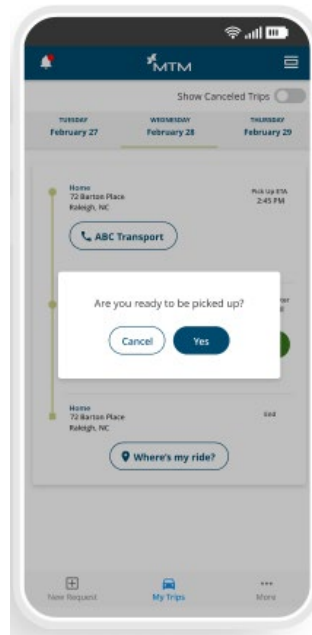
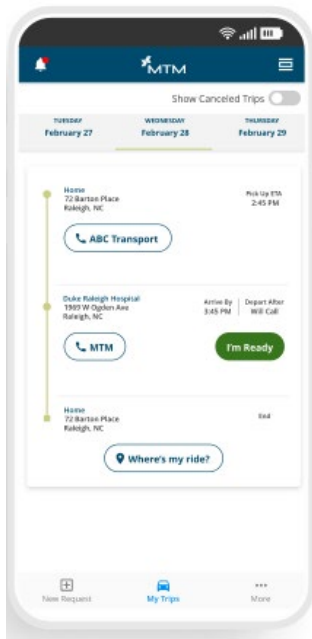




MTM Link – Member App / Online Portal Capabilities

Activate a Will Call Return Ride

When you're ready for pick up, just click I'm Ready. Your driver should arrive within one hour. You can track your driver's location.

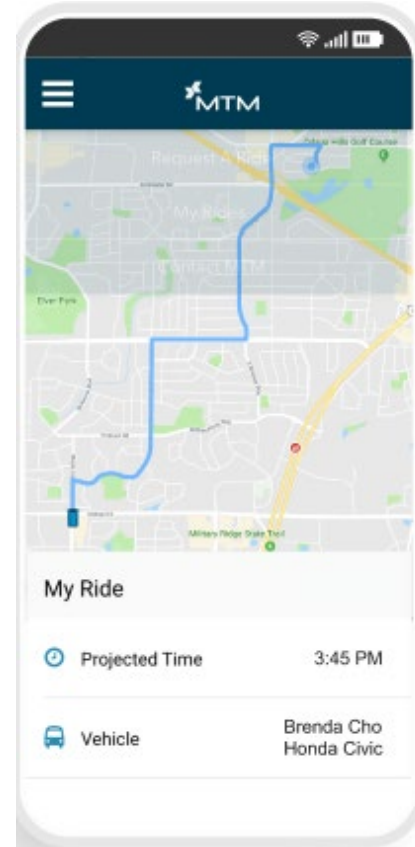




MTM Link – Member App / Online Portal Capabilities

Track Your Ride

View the status of your ride, your provider's name, the estimated time of arrival, and a map that shows your driver's current location. The map updates as your driver moves through the trip.

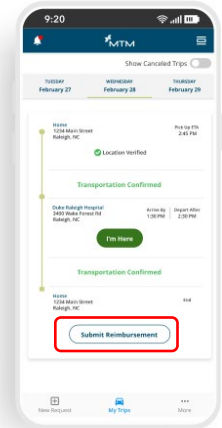
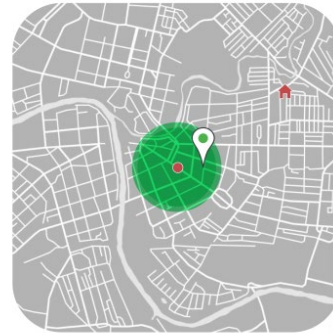
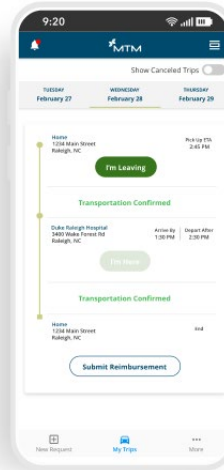
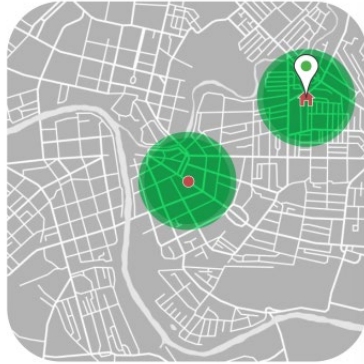




MTM Link – Member App / Online Portal Capabilities

Gas Mileage Reimbursement

Members can claim GMR directly through the app. This functionality replaces the need for paper trip logs which enables faster reimbursement payments.





Discussion:

**MTM Link
Member App / Online Portal**



Highlighted Discussion Topic:

MTM Link Facility Portal



MTM Link – Facility Portal Capabilities

Request a Ride

Select the date you need a ride and enter in your ride details.

Tell us where and when to pick you up, and where you need to be dropped off.

The screenshot displays the MTM Link Facility Portal interface. On the left is a dark blue sidebar with a menu containing 'Person Management', 'Approval Management', and 'Quality & Compliance' (with sub-items 'Create Action Item' and 'Quality Queue'). The main header area shows 'MTM LINK' and 'Client Health Plan ABC'. Below this, the user 'Jennifer Doe' is selected with a date of '01/1/2007' and a status of 'ELIGIBLE'. A navigation bar includes 'Return to Search', 'Audit Log', and a red-bordered '+ Add Service' button. The main content area is divided into sections: 'General' (with fields for Full Name, Person ID, Date of Birth, Age, Gender, Primary Language, Medicaid ID, Medicare ID, Health Plan ID, and Passphrase), 'Addresses' (with Physical and Mailing Address fields), and 'Accommodations'. A calendar on the right shows the months of January, February, and March 2024, with dates 1 through 29 visible.



MTM Link – Facility Portal Capabilities

View Rides

Select the ride you would like to review.

All ride details display once selected.

MTM LINK

Facility User
ABC Facility

Dashboard

Person Management

Filter By

Facility Name

Service Date

Clear

Apply Filters

First Name

Last Name

Date of Birth

Medical ID

Request ID

Authorization Status

Coordination Status

Show Already Performed

Show Pickups

Show Dropoffs

Appointment Date	Appointment Time	Name	Transportation Provider	Facility
01/01/2024	01:00 PM PST	Jonathan Doe	Coastal RideShare Co.	ABC Facility - North Campus

This trip is part of a repeating trip series that occurs every other week on Monday and Wednesday until 4/19/2024.

Pickup Address
12345 Main St
Raleigh, NC 27609

Dropoff Address
515 West Havelock Lane, S3 330
Raleigh, NC 27609

Mode
Cab

Health Plan
Health Plan ABC
Effective 01/01/2023

Additional Passenger Details
John Smith (Father)
01/01/1950

Request ID
S124514871248124-232-C

Authorization Status
Pending

Coordination Status
Pending

Appointment Verified
✓

Actions
View Service Details
Where My Ride?



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. The left sidebar 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 Client Jennifer Doe (Health Plan ABC). It lists three itineraries: E-WAZ20240125924, E-WAZ20240125929, and E-WAZ20240125930. Below this, a table of ride details is visible, including Request ID, Request Type, Requested By, Conditions, Mobility Aids, Space Type, and Additional Passenger #1. A red box highlights the 'Where's My Ride?' button. A map overlay shows the ride route from 'Your location' to 'Albion' via 'Island Ave'. The map also displays a timeline of the ride: 'Driver on the way', 'Driver arrived', 'Waiting to be picked up', and 'Complete'. The estimated pickup time is 5:00 PM. The bottom of the screen shows a list of ride details, including Date, Arrive By, Mode, Transportation Provider, Room Number/Floor, Bed Number, Entrance, and Nurse Station Phone #.



Discussion:

MTM Link Facility Portal

A photograph of two women smiling and interacting. On the left, a woman with dark hair, wearing a blue denim shirt and a lanyard with a Veyo logo, is looking towards the right. On the right, an older woman with short grey hair, wearing a purple top, is looking back at her. 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



**Jas Blue –
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.

A photograph of an elderly couple. A woman with short grey hair, wearing a grey long-sleeved shirt, is leaning into the open driver-side door of a dark-colored car. She is holding a blue metal wheelchair, which is positioned with the man inside. The man, who has a mustache and is wearing a light blue sweater, is looking down at the wheelchair. The background is slightly blurred, showing some greenery.

Closing Questions and Feedback

Thank You for Attending!