



MTM | State of Wisconsin Dept. of Health Services

March 5, 2026

Agenda

Program Review Period: 2025

MTM Staff Updates

Survey Questions

2025 Operations Review

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

Highlighted Discussion Topics

- Complaint Process
- Gas Mileage Reimbursement – Trip Log Best Practices
 - New GMR Call Center Team

Appendix



Staff Updates

MTM

- Shunta Lewis: Director of Operations
 - shulewis@mtm-inc.net
- Openings
 - Transportation Support Trainer



Survey Questions

Sickle Cell Disease Treatment: Please reach out to dhsnemtinfo@dhs.wisconsin.gov with questions, comments, or concerns

Driver Approvals: Following the upload of all accurate and up-to-date credentials, MTM will review and approve or deny within 3-5 business days.

- Ensuring credentials are compliant, complete, and legible facilitates approval.



Survey Questions

Managed Care Organization (MCO) Transportation Benefits

MTM holds other transportation contracts serving Medicaid members within the state of Wisconsin.

- The contracts are separate and distinct from the Wisconsin Non-Emergency Medical Transportation (NEMT) Contract for Medicaid and BadgerCare Plus members.
- These contracts are administered directly by each MCO and will not be addressed during TAC meetings.
- iCare/Inclusa contracts with MTM for transportation and is currently expanding their service area network across the state.



Survey Questions

Managed Care Organization (MCO) Transportation Benefits

The iCare/Inclusa contract with MTM as their transportation broker is separate from the DHS NEMT contract.

Questions for Inclusa:

nburmeister1@inclusa.com

General MTM inbox:

providerswi@mtm-inc.net

Driver Opportunities:

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



Survey Questions

DHS NEMT

Wisconsin Medicaid (including IRIS)

BadgerCare Plus

Family Planning Only Services

Tuberculosis-Related Services Only Benefit

Express Enrollment for BadgerCare Plus

Managed care organizations (MCOs)

Family Care

Family Care Partnership (Partnership)

PACE
(Program of All-Inclusive Care for the Elderly)



Survey Questions

Wisconsin Medicaid and BadgerCare Plus

Wisconsin Medicaid (including IRIS)

BadgerCare Plus

Family Planning Only Services

Tuberculosis-Related Services Only Benefit

Express Enrollment for BadgerCare Plus

MTM manages the NEMT benefit for members enrolled in any of these programs through this Wisconsin Medicaid BadgerCare Plus contract.



Survey Questions

The transportation benefit for members enrolled in one of these programs is administered directly by each MCO

- MTM may or may not have a contract with an MCO to manage the transportation benefit.

Managed care organizations (MCOs)

Family Care

Family Care Partnership (Partnership)

PACE

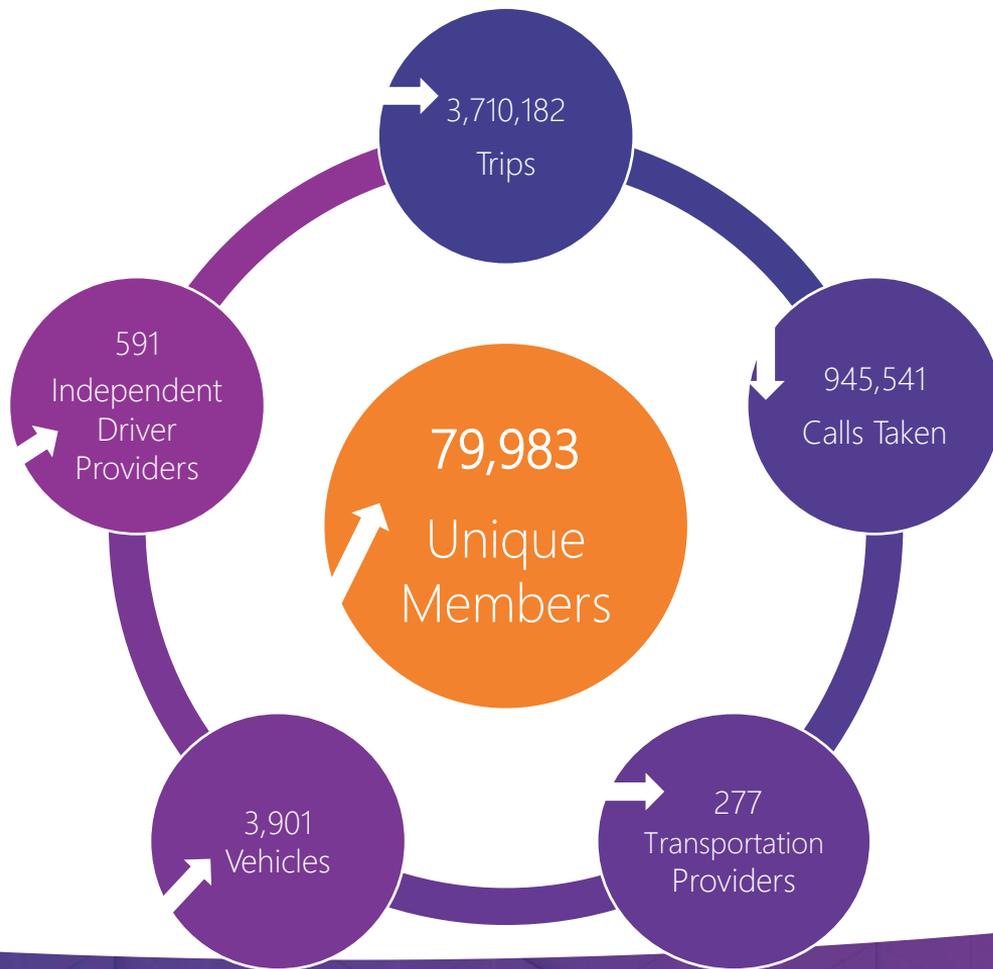
(Program of All-Inclusive Care for the Elderly)



2025 Operations Review



Review Period 2025



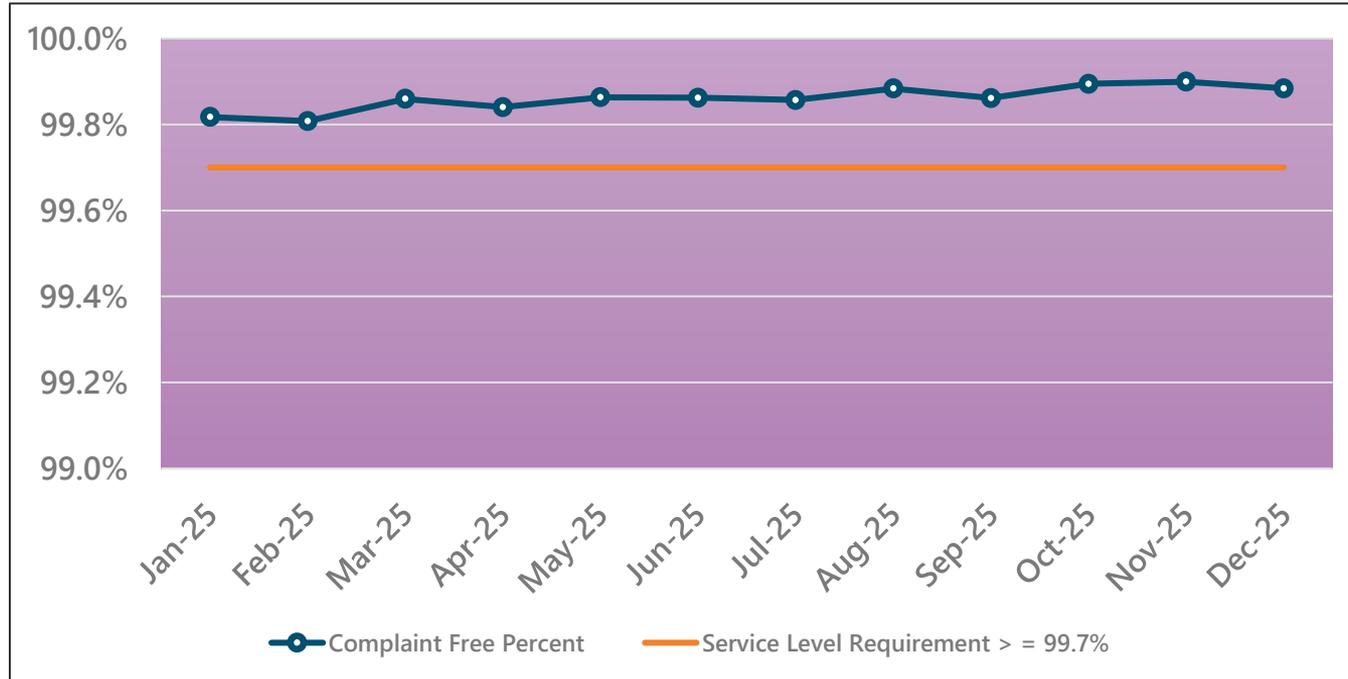


Quality Assurance: Substantiated Complaints



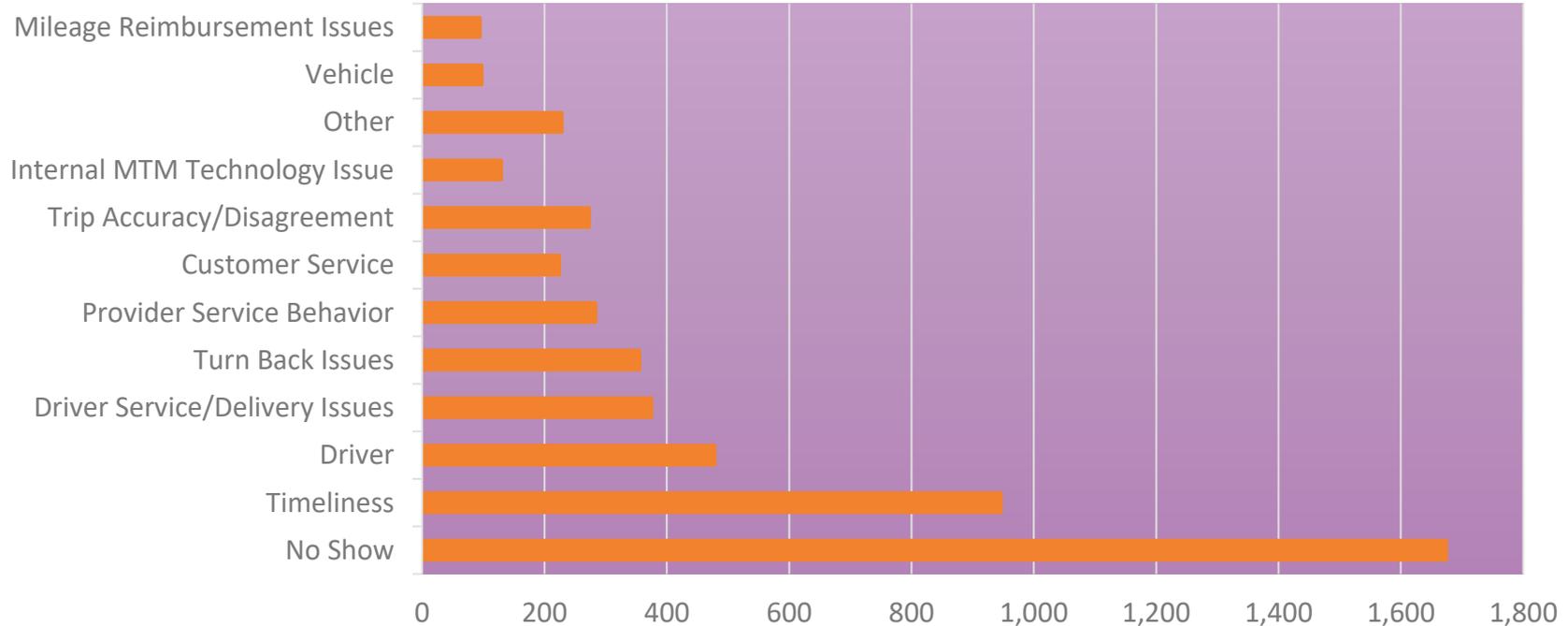


Quality Assurance: Complaint Free Percent





Quality Assurance: Substantiated Complaints by Category – Full Year 2025



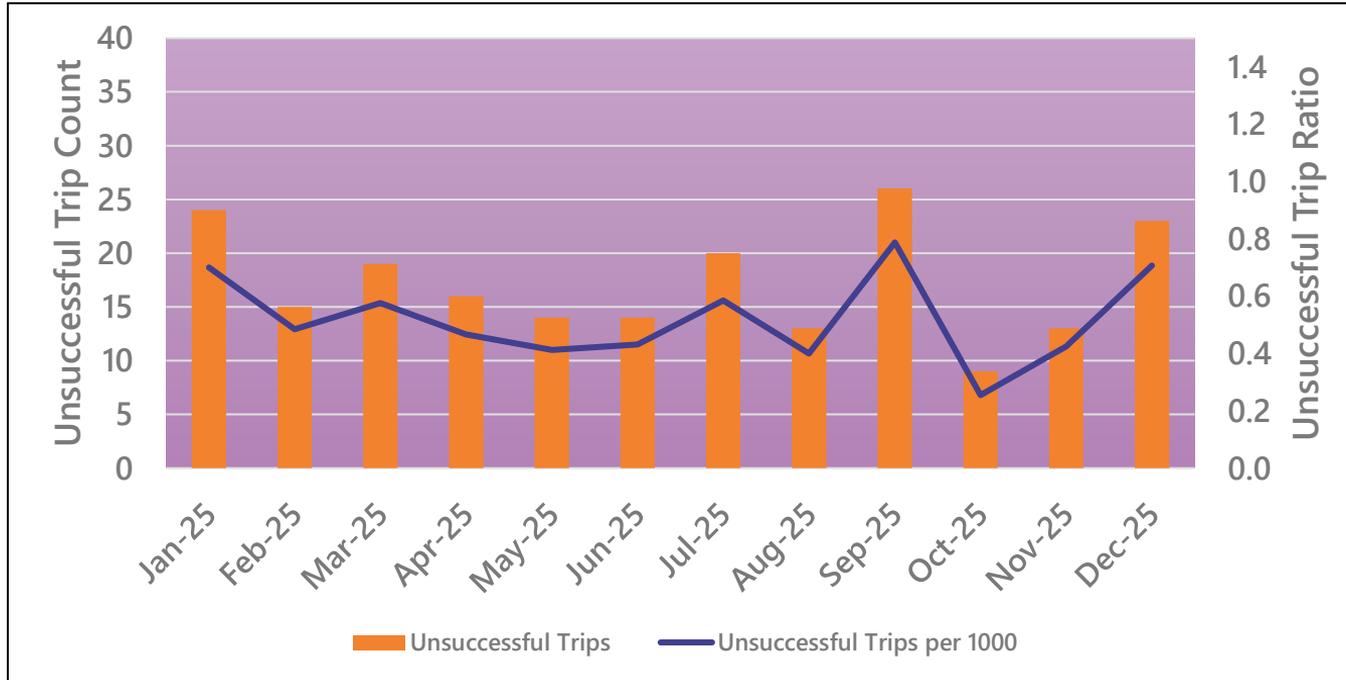


Unsuccessful Trips: Program Level



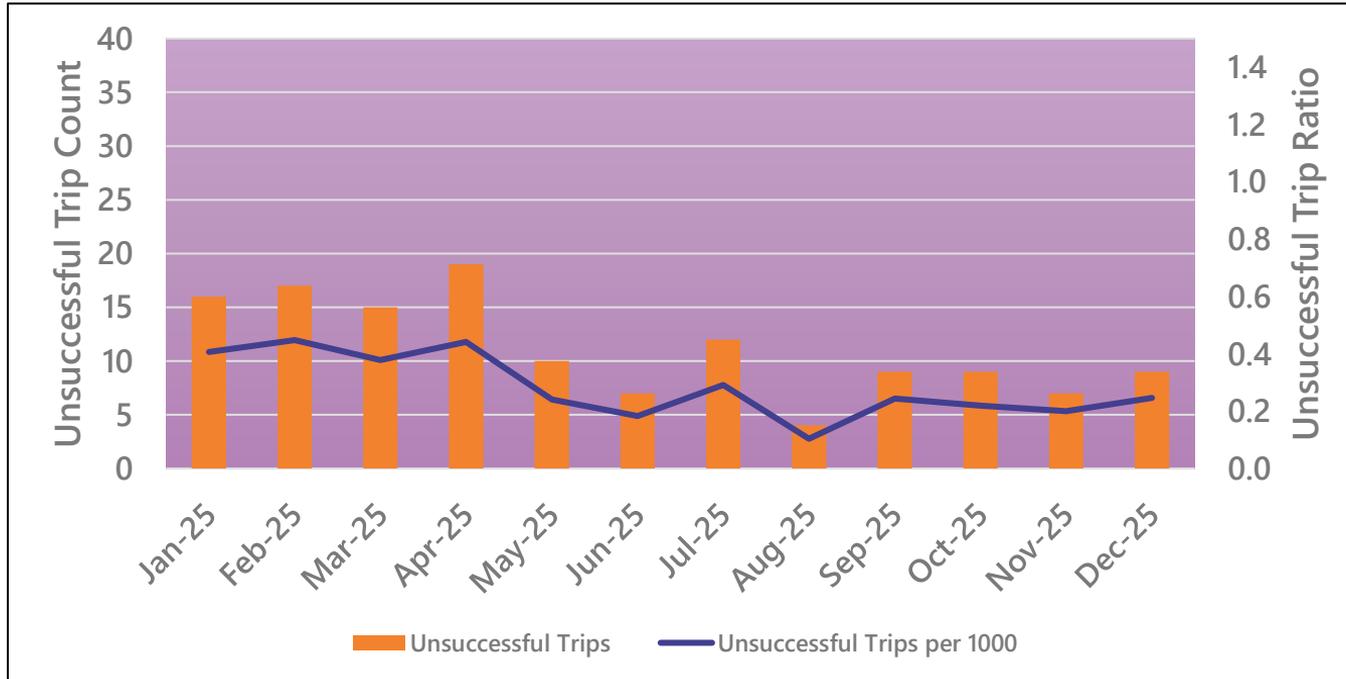


Unsuccessful Trips: Critical Care Trip Level





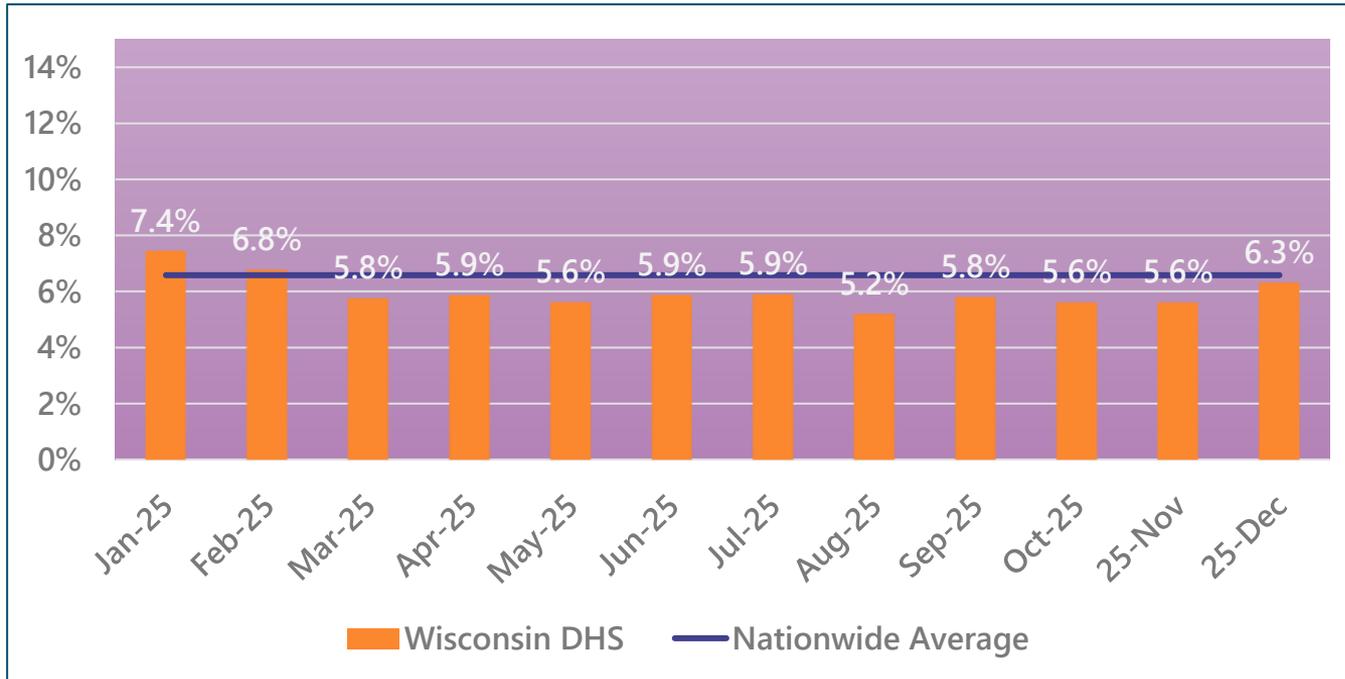
Unsuccessful Trips: Minor Trip Level





Transportation Provider Turnbacks

Statewide Turnback Percentage





Gas Mileage Reimbursement: Mobile App Claim Trend

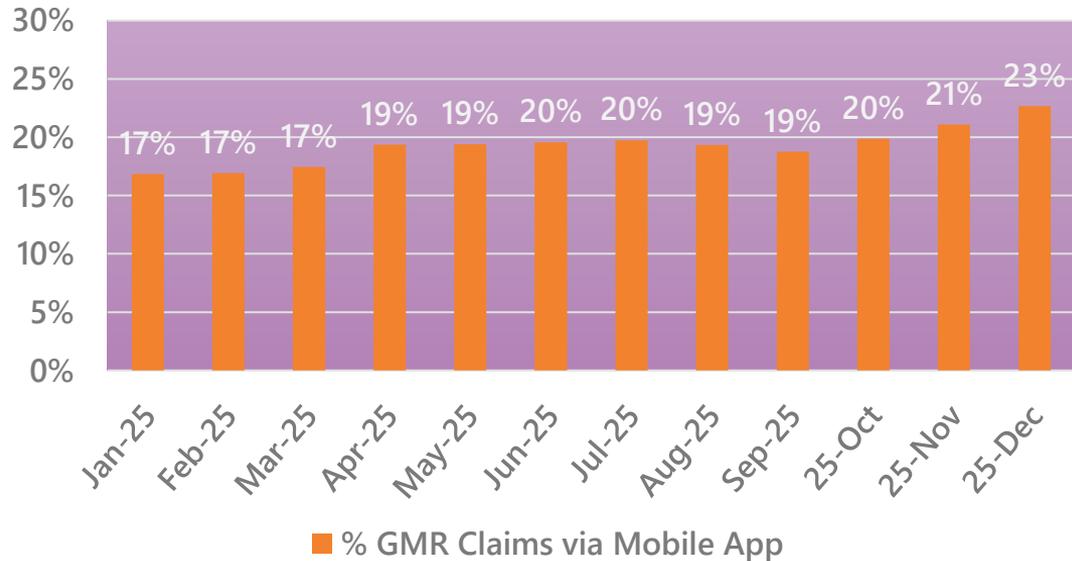
Members have two options to submit GMR claims:

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

The percentage of claims submitted via the mobile app maintained an average of 20% through 2025.

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

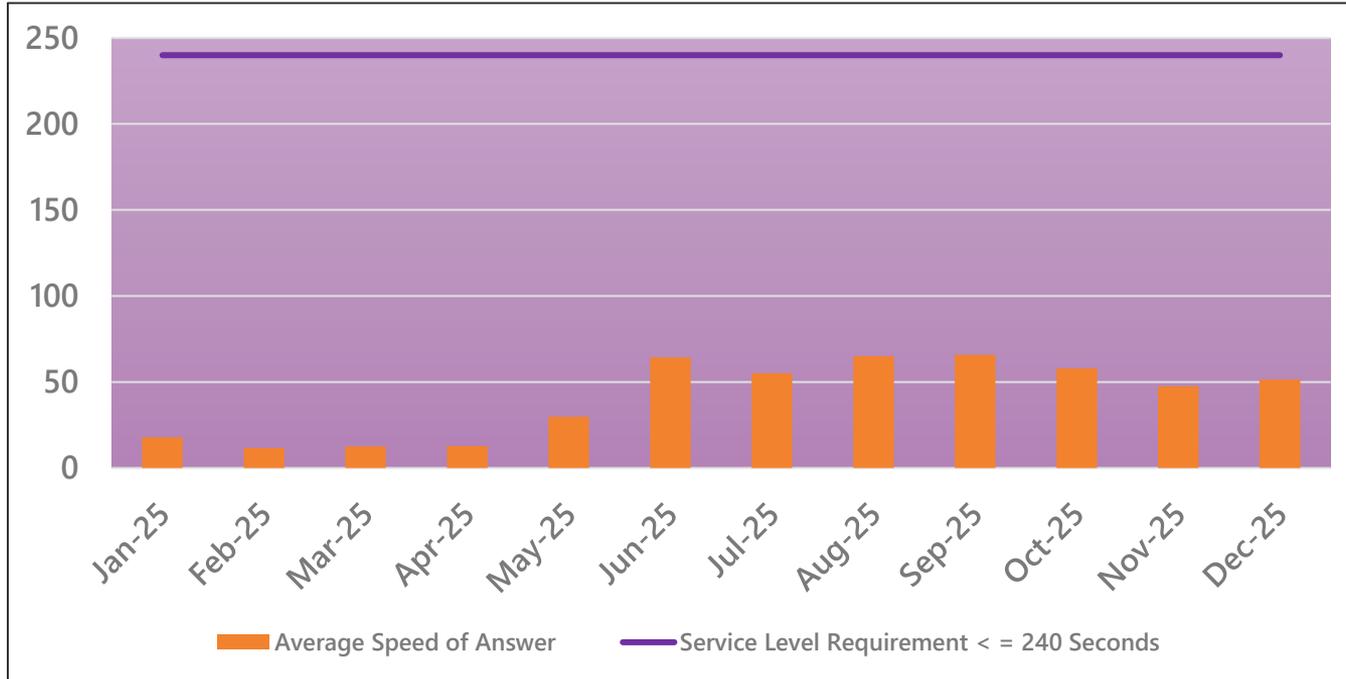
Members can schedule GMR Trips via MTM Mobile App or through the call center.



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



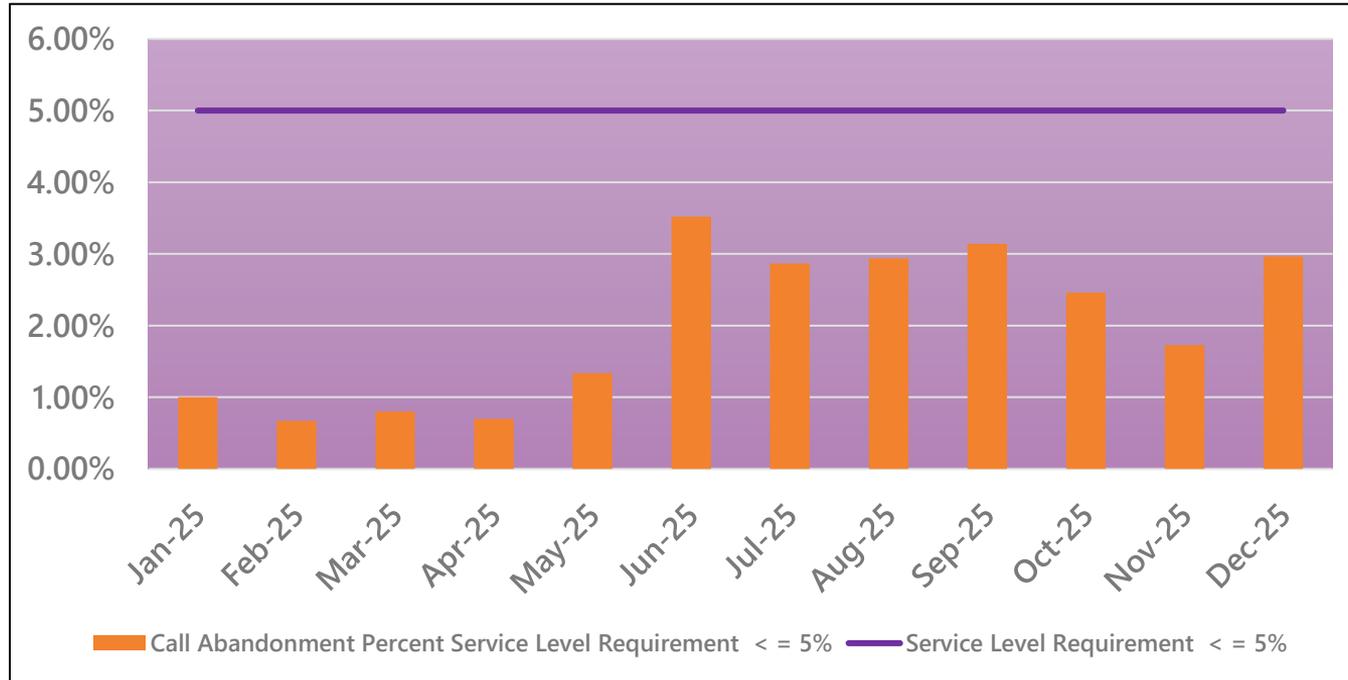


Call Center: Average Speed to Answer in Seconds



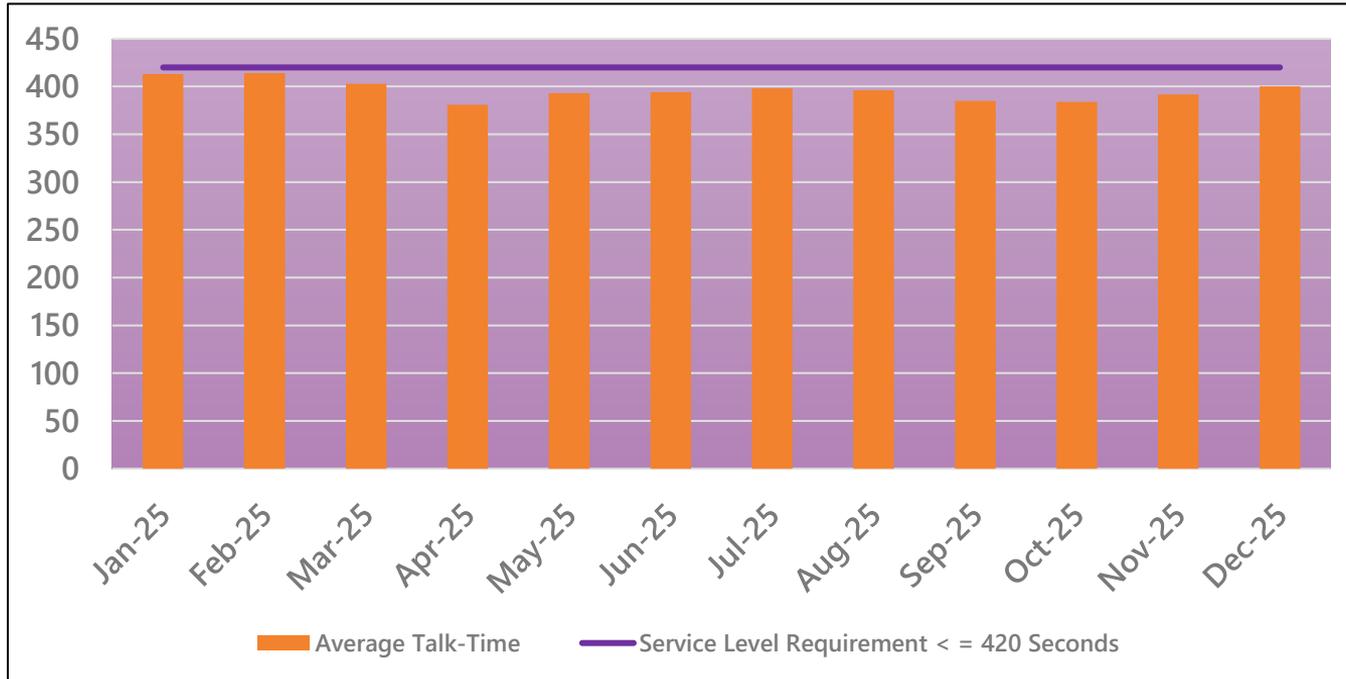


Call Center Service: Call Abandon Percent





Call Center Service: Talk-Time SLA





Highlighted Discussion Topic:

NEMT Complaint Process



NEMT Complaint Process





Why would a member file a complaint?

A complaint is an expression of dissatisfaction with the NEMT program.

There is no difference between a *complaint* and a *grievance*.

A complaint can be about many different things.

- A missed or late pick-up
- The condition of the vehicle you rode in
- The behavior of the driver or another passenger
- The courtesy of an MTM agent

Common Complaint Issues

1. Missed trip
2. Late pick-up
3. Turnback issue
4. Driver issue



Who can file complaints?

- Members
- Representatives of members
 - Family member
 - Advocate
 - Caretaker
 - Case Manager/Social Worker
- Healthcare representatives/Facilities



How to File Complaints

Directly with MTM

Call Center: **866-907-1493**

Online: www.mtm-inc.net/wisconsin

Mail: **MTM Quality Assurance**
8383 Greenway Blvd
Suite 400
Middleton, WI 53562

Other ways to file:

Forward Health Member Services:
800-362-3002
memberservices@wisconsin.gov

Wisconsin Department of Health Services:
DHSNEMTInfo@dhs.Wisconsin.gov



How to File Complaints: Call Center

- If a caller needs a translator, they can press ZERO three times or say AGENT three times, and a representative will get the caller to a translator.
- Callers may ask to speak with a supervisor at any time to file a complaint.
- Call center staff are trained to recognize and respond to member complaints. Members do not need to use specific language to initiate the complaint process.

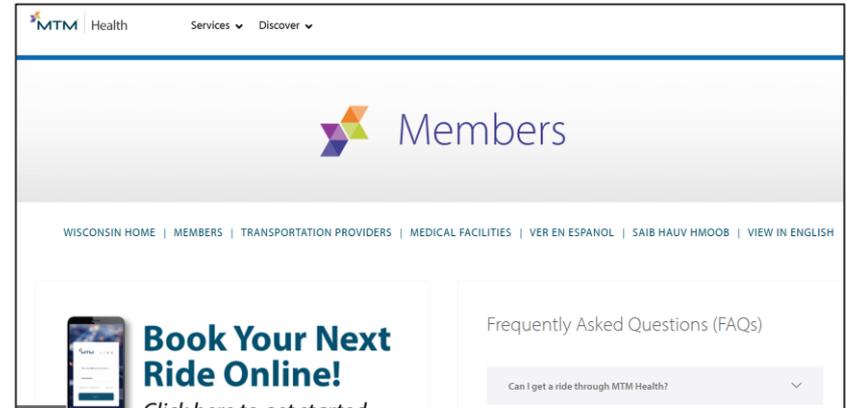


How to File Complaints: Online

There are three locations on the websites that you can file your complaint.

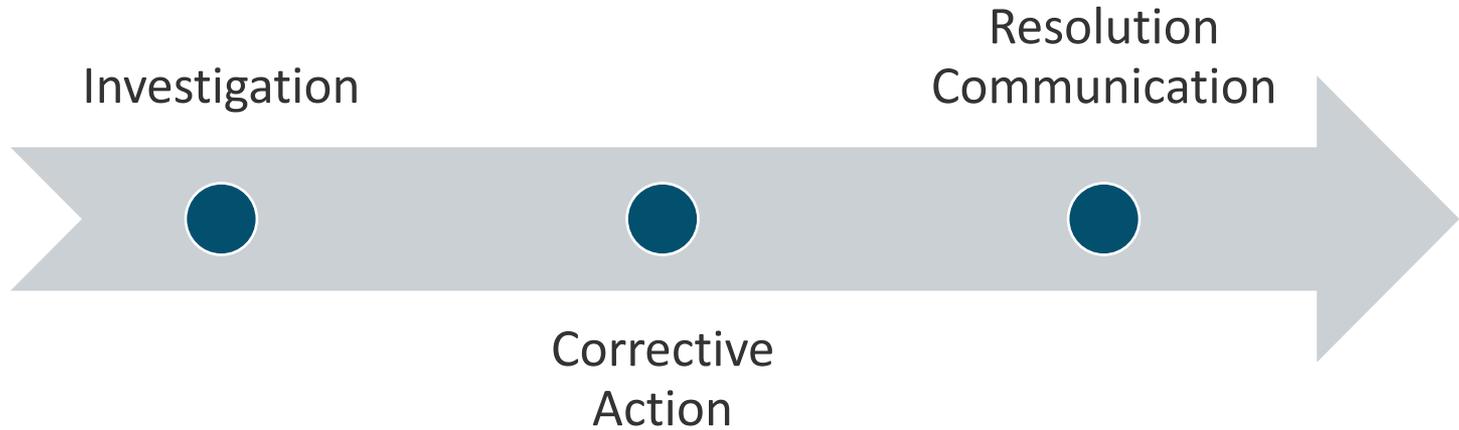
No matter which one you chose, your complaint will be received and addressed.

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





What to Expect After You File a Complaint





Investigations & Corrective Action

Investigations may include:

- Obtaining statements from:
 - Members
 - Transportation providers
 - Healthcare facilities
- Reviewing phone call recordings
- GPS data analysis

Corrective Actions may include:

- Assisting members with reimbursement requests
- Identifying a more appropriate transportation mode or provider
- MTM agent coaching & discipline
- Transportation provider coaching, retraining, or removal from the network.



Resolution Communication

Resolution Letter: The Member Quality team will provide the member with a complaint resolution within ten (10) business days of the complaint submission.

Update Letter: If a complaint has not been resolved within 10 business days, MTM will provide a complaint update letter at 10 business days.

For any complaints that are unable to be resolved within 10 business days, the Quality Assurance team will send members a letter documenting the complaint resolution within thirty (30)

The member will receive a separate written complaint resolution letter for each complaint issue raised with MTM.



Resolution Letter Example

 
An MTM company

English: For help to translate or understand this, please call 866-907-1493.
Spanish: Si necesita ayuda para traducir o entender este texto, por favor llame al teléfono 866-907-1493.
Russian: Если вам не акл понятно в этом документе, пожалуйста по телефону 866-907-1493.
Hmong: Yog xav tau kev pab txhais cov ntawb ntawv no kom koj txhais, hu rau 866-907-1493.
Laotian: ຈົ່ງຂໍຊ່ວຍເຫລືອ ມາດົນຕີເຫລືອນີ້, ຮຽນໂທລະສັບ 866-907-1493.

02/11/2025

[Redacted]

Dear [Redacted]

Thank you for providing feedback about the services you received through MTM. Your concerns are very important to us. We apologize for any problems you may have experienced. Below is a description of your complaint:

Date of Trip: 02/11/2025
Type of Complaint: TRIP ACCURACY
Date Complaint Received by MTM: 02/10/2025
Tracking Number: [Redacted]
ForwardHealth ID: [Redacted]
Actions Taken:

In summary, the member's complaint is substantiated. The agent that activated the trip, did not schedule the correct date for the trip. As a result, the member did not have a driver for their trip.

The agent's supervisor has been notified of this error, and as a result, the agent has been submitted for coaching on the proper procedures and protocols for managing future trips.

In summary, the member's complaint is substantiated. The agent that activated the trip, did not schedule the correct date for the trip. As a result, the member did not have a driver for their trip.

The agent's supervisor has been notified of this error, and as a result, the agent has been submitted for coaching on the proper procedures and protocols for managing future trips.



Complaint Escalations & Appeals

Members have the right to disagree with MTM's determination and may escalate the dispute through these options:

- Request a second review by calling MTM at 866-907-1493 and asking to speak to the Member Ombudsman.
- Contacting Forward Health Members Services at 800-362-3002 or memberservices@wisconsin.gov
- Contact Wisconsin Department of Health Services: dhsnemtinfo@dhs.wisconsin.gov
- Requesting a Fair Hearing from the Division of Hearings and Appeals. Members would only request fair hearings for services that have been denied or reduced.



Requesting a Fair Hearing

If your NEMT services have been denied or reduced and you disagree with that decision, you have the right to file an appeal – also called a fair hearing request with the Division of Hearings and Appeals. Although MTM strives to resolve concerns, members do not need to file a complaint prior to requesting a fair hearing.

To request a fair hearing, please contact the Division of Hearings and Appeals (DHA) by:

- Calling the Madison office of DHA at (608) 266-7709
- Writing to:
 - Division of Hearings and Appeals
 - PO Box 7875
 - Madison WI 53707



Highlighted Discussion Topic:

**Gas Mileage Reimbursement Updates &
Trip Log Submission Tips**



Gas Mileage Reimbursement(GMR) Steps

	When	What
Step 1	Before your ride	Get your trip approved
Step 2	On the day of your appointment	Complete trip logs
Step 3	After your trip	Getting your payment



Before Your Ride: Get Your Trip Approved

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.

Go-to resource: Trip Scheduling Guide

Non-Emergency Medical Transportation

Learn how to schedule your ride with MTM

Non-emergency medical transportation is a service you get to health care appointments if you have gotten there. This service connects you with the call specialized medical vehicles, or other types of vehicles, to meet your needs.

Wisconsin Medicaid and BadgerCare Plus connect with a transportation manager and pays for rides to health care services covered by Medicaid and BadgerCare Plus. Transportation manager for Wisconsin's Medical Transportation Management (MTM). If you have a medical emergency, you should call 911.

There are several ways you can schedule a non-emergency medical transportation: Medicaid vendor, Medical Transportation Management (MTM). They schedule several days a week.

Online at www.mtm-inc.net/mtm
Online: Select **Schedule Your Ride** to create an account if needed. Use the web that if you want to chat with a representative in real time.

With the MTM Link app: Download the app from the App Store or Google Play.

By Phone: Call 866-907-1493.

Be prepared

When you schedule your ride, be ready to provide:

- Your name, address, and phone number
- Your Medicaid or BadgerCare Plus ID number
- The exact address and the phone number where you want to be picked up
- The exact phone number, address, and ZIP code of your appointment location
- The date and start time of your ride
- The end time of your ride
- Any special ride needs someone to ride with you
- General reason for the ride, not appointment

Most Common Ride Types

Ride Type	Deadline for Scheduling	Online	By App	By Phone
Recurse	Two business days in advance	✓	✓	✓
Urgent	Same business day	✓	✓	✓
Critical	Up to seven business days	✓	✓	✓
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	✓	✓	✓

Definitions

Recurse rides are for scheduled health care appointments that are not urgent or critical. Examples are a 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, backing a water pump on the way to urgent care.

Critical rides are for scheduled appointments for most critical issues, including dialysis, cancer treatment, and all other chronic treatments, and hospital inpatient/outpatient treatment. Also includes dental appointments.

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 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 you make up to 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 www.mtm-inc.net/resources
- Visit MTM's website to log in and schedule rides, get reimbursement, find fact sheets, and more at www.mtm-inc.net/resources

Access at:
www.mtm-inc.net/wisconsin/members/



On the Day of Your Appointment: Submit Your Trip Logs

Use the MTM Link app

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**

Go-to resource: Gas Mileage Reimbursement Guide

Non-Emergency Medical Transportation

Gas Mileage Reimbursement
If you, a friend, or a family member can drive you to your appointment, 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 800-807-1433 to have someone else schedule your trip. You can be reimbursed later to schedule your trip—you have to call.

Step 2: On the day of your ride

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.

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 to [myMTM](#) to see details or call 800-807-1433 to change your reimbursement method.

Reimbursement Method	Time frame
Debit card	Funds are issued within 1 business day after trip verification.
Paper trip log	Funds are issued within 10 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—we'll be in a hurry to send it with an overnight business return address.
- Make sure to follow the instructions included to activate your card before you use it.
- Keep your card after you've used the funds so we can reload it in the future. If you have other notes.

Contact us

- If you have questions about the reimbursement process, call 800-807-1433.
- If you need help using the MTM Link Member mobile app or our mobile logging into the app, call MTM's Navigation Line at 800-807-1789.
- If you have questions about your MTM Currency card, call U.S. Bank's Customer Service at 800-803-0811.

MEMBER SERVICES
HEALTHCARE SERVICES

Access at:

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



On the Day of Your Appointment: Submit Your Trip Logs

Use a paper trip log

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

Go-to resource: Gas Mileage Reimbursement Guide

Non-Emergency Medical Transportation

Gas Mileage Reimbursement

If you, a friend, or a family member can drive you to your appointment, 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 800-807-1433 to have approval. Your trip must be for an appointment. You can be reimbursed for the round-trip to and from your appointment.

Step 2: On the day of your ride

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.

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 to mtm-inc.net/wisconsin/members or call 800-807-1433 to change your reimbursement method.

Reimbursement Method	Time frame
MTM Link app	Funds are issued within 1 business day after trip verification.
Paper trip log	Funds are issued within 10 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 a paper money order with an unexpired business money order.
- Make sure to follow the instructions included to activate your card before you use it.
- Keep your card after you've used the funds so we can reload it in the future. If you have other notes.

Contact us

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Access at:

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



Getting Your Payment

Trip Log Submission Method	Payment 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

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](tel:866-907-1493) to change your reimbursement method.



Getting Help: Gas Mileage Reimbursement Specialist Team

Introducing MTM's team of Gas Mileage Reimbursement (GMR) *specialists*.

This team of specialists acts as an immediate point of escalation for callers who have a concern with GMR that cannot be resolved by a front-line call center agent.

In these circumstances, members are immediately transferred to this team of GMR specialists.



Getting Help: Gas Mileage Reimbursement Specialist Team

GMR Specialist Support – Key Responsibilities

- Handle advanced trip log questions
- Assist members with GMR payment information
- Investigate paper check verification to verify whether checks have been cashed
- Perform US Bank card inquiries (activations, deposits, and related activity)

GMR Specialist Follow-Up

- Perform outbound member follow-up on unresolved issues



Gas Mileage Reimbursement Trip Logs

Common Rejection Reasons

Trip logs may be rejected when dates are altered.

1. Erasing and rewriting in pencil
2. Scratching out / rewriting
3. Using white-out

MTM		Reimbursement Trip Log (Continued)	
Trip #1	Appointment Date:	Appointment Time:	Type: <input type="checkbox"/> Round Trip <input type="checkbox"/> One-Way
	Address where you were picked up: <input type="checkbox"/> Home <input type="checkbox"/> Other:		Healthcare Provider Phone:
	Healthcare Provider Name:	Healthcare Provider Address:	
	I certify that this patient was seen for a Medicaid covered health service.	Signature & Title of Healthcare Provider:	
Trip #2	Appointment Date:	Appointment Time:	Type: <input type="checkbox"/> Round Trip <input type="checkbox"/> One-Way
	Address where you were picked up: <input type="checkbox"/> Home <input type="checkbox"/> Other:		Healthcare Provider Phone:
	Healthcare Provider Name:	Healthcare Provider Address:	
	I certify that this patient was seen for a Medicaid covered health service.	Signature & Title of Healthcare Provider:	



Gas Mileage Reimbursement Tip Logs Common Rejection Reasons

Other common reasons for rejection:

- Submission prior to appointment
- Submission without healthcare facility signature / stamp or member signature



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





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.



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.



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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
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More about MTM Currency

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- 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.).

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.
- Visit MTM's webpage to log in and schedule rides, get reimbursement, find fact sheets, and more at 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

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/

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!