

Wisconsin Medicaid and BadgerCare Plus Non-Emergency Medical Transportation Scheduling Rides

Please Note: The following information is about non-emergency medical transportation. If you have a medical emergency, you should call 911.

Medical Transportation Management (MTM), Inc., is Wisconsin's Medicaid and BadgerCare Plus transportation manager. MTM, Inc., schedules and pays for rides to Medicaid- and BadgerCare Plus-covered health care services.

What You Will Need to Schedule a Ride

When you call to schedule a ride, you should have the following:

- Your name, home address, and phone number.
- Your ForwardHealth member ID (the 10 numbers listed on your ForwardHealth ID card).
- The street address and the phone number where you want to be picked up.
- The name, phone number, address, and zip code of the health care provider you are seeing.
- The date and start time of your appointment.
- The end time of your appointment if you know it.
- Any special ride needs, including if you need someone to ride with you.
- The general reason for the appointment (checkup, eye appointment, etc.).

Types of Rides

Non-emergency medical transportation is a public transportation and shared ride service. Rides can include public transportation (such as a city bus), rides in specialized medical vehicles, or rides in other types of vehicles depending on your medical and transportation needs. If public transportation is not available, you will not be required to take it.

Scheduling Your Ride

Routine Rides

A routine ride is a ride to an appointment that does not require you to be seen right away, such as a yearly checkup or a vision exam. Most rides will be routine.

You must schedule routine rides at least two business days before your appointment. You can schedule a routine ride by calling 1-866-907-1493 or 1-800-855-2880 (TTY), Monday through Friday, from 7 a.m. until 6 p.m., or by going online to www.mtm-inc.net/wisconsin/.

If you do not schedule a routine ride two business days before an appointment, you may not be able to get a ride, and you will need to reschedule your appointment. Holidays and weekends are not counted as business days. Business days include the day that you schedule the appointment but not the day of your appointment.

For example: If your appointment is on Monday, August 12, you must schedule a ride by 6 p.m. on Thursday, August 8, to allow for the weekend days.

If you have regularly scheduled appointments, your health care provider can help you set up those rides. Regularly recurring rides can be set for up to three months at a time. If you have dialysis appointments, you or your health care provider can schedule regularly recurring rides for those appointments for six months at a time.

Online Requests

You can schedule routine and regularly occurring rides online at www.mtm-inc.net/wisconsin/. You will need to schedule rides online at least two full business days before your appointment.

To schedule rides online, you will need to have already scheduled at least one ride with MTM, Inc., by calling the reservation phone number and have a valid email address.

Urgent Rides

An urgent ride can be one of the following:

- A health care situation in which you do not need to call 911 for immediate help but you cannot wait two business days before seeing a health care provider.
- A hospital discharge.
- A ride to a follow-up appointment if the follow-up appointment is for the same health care issue and is scheduled within two days of your previous appointment.

A ride to an urgent appointment will be provided in three hours or less.

You can schedule an urgent ride by calling the reservation number 1-866-907-1493 or 711 (TTY) 24 hours a day, 7 days a week.

Please Note: Urgent rides cannot be scheduled online. You must call MTM, Inc. at 1-866-907-1493 or 711 (TTY) to schedule urgent rides.

Canceling Rides

If you are not able to go to your appointment, you must cancel your ride as soon as possible. This includes bus trips.

You may cancel a ride by calling the reservation line at 1-866-907-1493 or by going online to www.mtm-inc.net/wisconsin.

For More Information

Information provided is general. For more information about Scheduling Rides, Meals and Lodging, Complaints, New Rules, Denied Transportation or Fair Hearings:

- Contact MTM, Inc., at www.mtm-inc.net/wisconsin or 1-866-907-1493 (voice) 711 (TTY).
- See your ForwardHealth Enrollment and Benefits handbook, P-00079 (the handbook is also online at dhs.wisconsin.gov/library/P-00079.htm).
- See your Member Updates at dhs.wisconsin.gov/forwardhealth/resources.htm.
- Call Member Services at 1-800-362-3002.



State of Wisconsin
Department of Health Services
Division of Health Care Access and Accountability

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