Wisconsin Medicaid and BadgerCare Plus Non-Emergency Medical Transportation
Rules When Using Non-Emergency Medical Transportation

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

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.

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.

Member Rules
You must follow the Wisconsin Medicaid, BadgerCare Plus, and MTM, Inc., rules listed below for rides:

- You must schedule a routine ride at least two business days before your appointment.
- You must be ready and watching for your ride 15 minutes before your pickup time.
- You must provide information about your pickup place and drop-off place and why you need the ride when scheduling a ride.
- You must contact MTM, Inc., as soon as you know that you no longer need a scheduled ride, including if you were scheduled to ride the bus. You should contact MTM, Inc., at least 24 hours before a scheduled ride, if possible, when you need to cancel your ride.
- You must be thoughtful of any other passengers you are required to share your ride with on the trip to your appointment.
- You cannot have alcohol, drugs, or any weapons in the vehicle.
- You must use your seatbelt.
- You must bring any travel equipment, such as a wheelchair or a car seat for a child.
- You cannot physically or verbally abuse other passengers or the driver.
- You cannot smoke, eat, or drink any beverage while in the vehicle.

Drivers and Attendants Rules
Drivers and attendants who are provided by MTM, Inc., must follow the Wisconsin Medicaid, BadgerCare Plus, and MTM, Inc., rules listed below when providing rides:

- All drivers and provided attendants must wear or have an easy-to-read official company ID badge
- The driver’s vehicle must be marked with the company name.
- Drivers and provided attendants cannot use or be under the influence of alcohol, narcotics, illegal drugs, or other drugs.
- Drivers and provided attendants must not smoke around you.
- Drivers cannot use a cell phone unless it is in hands-free mode or text while driving.
- Drivers and provided attendants cannot touch passengers, except as appropriate and necessary to help the passengers with getting into or out of the vehicle, to help secure their seatbelts, or to provide first aid or assistance.
- Drivers must open the vehicle door for you if you ask for their help.
- Drivers must help you get from the door of where you are picked up to the vehicle and to the main door of where you are going if you ask for their help.
- Drivers and provided attendants must help you move and store wheelchairs and other medical equipment; however, drivers and provided attendants are not responsible for your personal items.
**Fraud**

Fraud means getting coverage or payments you know you should not get. It also means helping someone else get coverage or payments you know that person should not get. Anyone who commits fraud can be prosecuted.

You may be fined up to $10,000 and jailed for up to one year in a county jail if you:

- Intentionally give false or incomplete information on your application for health care.
- Do not report a change that causes you to get more benefits than you should.
- Use another person’s card to get services for yourself.
- Let someone else use your ForwardHealth card to get health care services or prescription drugs.

If you suspect that a Medicaid or BadgerCare Plus member or a provider, including a transportation provider, has committed or is committing fraud, call the Department of Health Services Inspector General toll free at 1-877-865-3432 or by going online to www.reportfraud.wisconsin.gov.

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