

What are the rules when getting free rides to appointments?

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.

Veyo is Wisconsin's Medicaid and BadgerCare Plus transportation manager. Veyo schedules and pays for rides to health care services covered by Medicaid and BadgerCare Plus.

Please note: If you have a medical emergency, you should call 911.



Member Rules

There are rules every member must follow for rides. You must:

- Schedule a routine ride at least two business days before your appointment.
- Be ready and watch for your ride 15 minutes before your pickup time.
- Provide information about your pickup place and drop-off place and why you need the ride when scheduling a ride.
- Contact Veyo as soon as you know that you no longer need a scheduled ride. This includes if you were scheduled to ride the bus or use mileage reimbursement. You should contact Veyo at least 24 hours before a scheduled ride, if possible, when you need to cancel your ride.
- Be thoughtful of any other passengers you are sharing your ride with on the trip to your appointment.
- Not have alcohol, drugs, or weapons in the vehicle.
- Use your seatbelt.
- Bring any travel equipment, such as a wheelchair or a car seat for a child. You are responsible for securing the car seat in the vehicle.
- Not physically or verbally abuse other passengers or the driver.
- Not smoke, eat, or drink while in the vehicle.

Driver and Attendant Rules

Drivers and attendants who are provided by Veyo must:

- Wear or have an easy-to-read official company ID badge.
- Have the vehicle marked with the company name.
- Not use or be under the influence of alcohol or drugs.
- Not smoke around you.
- Not use a cell phone or text while driving, unless it is in hands-free mode.
- Not touch you, except as appropriate and necessary to help you get into or out of the vehicle, secure your seatbelt, or provide first aid or assistance.
- Open the vehicle door for you if you ask for their help.
- 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.
- Help you move and store wheelchairs and other medical equipment. However, drivers and 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 brought to court.

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

- Give false or incomplete information on your application for health care on purpose.
- 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.

For More Information

For more information about scheduling rides, meals and lodging, complaints, new rules, denied transportation, or fair hearings:

- Visit wi.ridewithvevo.com or call 866-907-1493 (voice) or 711 (TTY).
- See your ForwardHealth Enrollment and Benefits handbook, P-00079 (dhs.wisconsin.gov/library/P-00079.htm).
- See your Member Updates at dhs.wisconsin.gov/forwardhealth/resources.htm.
- Call Member Services at 800-362-3002.



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 877-865-3432 or by going online to www.reportfraud.wisconsin.gov.



WISCONSIN DEPARTMENT
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