

## How do I file a complaint or ask for a fair hearing?



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.

### Complaints

You or your chosen representative can make complaints to Veyo about the service you received. Complaints may be about things like having a hard time getting a ride, long waiting times, or drivers who are late to pick you up. Veyo cannot help you with a problem until you file a complaint.

To file a complaint with Veyo, you or your chosen representative can:

- Log a complaint online at [wi.ridewithveyo.com](http://wi.ridewithveyo.com).
- Call Veyo at 866-907-1493 (voice) or 711 (TTY).
- Write to Veyo at:  
Veyo  
Quality Assurance  
8383 Greenway Blvd  
Suite 400  
Middleton, WI 53562

When filing a complaint, you must have your ForwardHealth ID number, name, and date of service.

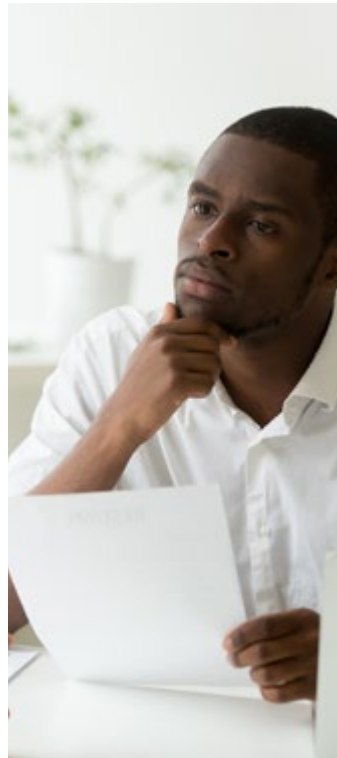
After receiving your complaint, Veyo will mail you a response within 10 business days. If your complaint is not resolved within 10 business days, Veyo will mail you a final response within 30 business days of receiving your complaint. If Veyo needs more time to resolve your complaint, Veyo will mail you a letter telling you that they will resolve your complaint within 14 business days.

If you are not happy with how your complaint was resolved, your response letter will explain what next steps you can take.

### Denied Services

Sometimes, a request for a transportation service is denied. For example, you may have been denied a ride or payment for meals or overnight stays.

If you are on the phone scheduling your ride and your request is denied, you can ask to be transferred to an independent reviewer regarding your case for reconsideration.



If you were denied a transportation service by Veyo, and you do not think it should have been denied, you have several options to request additional review. You can:

- Request a review from a representative outside of Veyo when you are on the phone to schedule a ride.
- Appeal with the Veyo ombuds.
- File a fair hearing request with the Division of Hearings and Appeals.

Appealing to the Veyo ombuds is optional, but it may be the fastest way to resolve your denial. You may be able to come to an agreement without having to wait for a fair hearing.

## Appeals with the Veyo Ombuds

If you file a complaint and are unhappy with the decision, you can appeal with the Veyo ombuds. Instructions for how to request an appeal will be included in the letter you receive.

If you request an appeal, Veyo will send you a letter within 10 business days, even if the appeal is not resolved.

If the appeal is not resolved within 10 business days, Veyo will send you a final letter after a decision has been made. The appeal process will not take more than 45 days.

If you disagree with the decision of the Veyo ombuds, your appeal letter will tell you what additional options you have, such as a review by someone outside of Veyo.

If you still disagree, you can request a fair hearing with the Division of Hearing and Appeals.

## Fair Hearings

You can request a fair hearing any time after a service is denied. If you would like to request a fair hearing with the Division of Hearings and Appeals, you must submit your request within 45 days of the date on your denial letter.

To request a fair hearing with the Division of Hearings and Appeals, complete the Request for Fair Hearing form and send it to:

Department of Administration  
Division of Hearings and Appeals  
PO Box 7875  
Madison WI 53707-7875

You can get the Request for Fair Hearing form online at [www.dhs.wisconsin.gov/forwardhealth/resources.htm](http://www.dhs.wisconsin.gov/forwardhealth/resources.htm) or by calling 608-266-3096.

You can also choose to write a letter to the Division of Hearings and Appeals in place of the form. Your letter should include:

- Your name
- Your mailing address
- A brief description of the problem
- The name of the agency that took the action or denied the service
- Your Social Security number
- Your signature

If you need help with asking for a fair hearing, please call 800-362-3002.

## For More Information

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

- Visit [wi.ridewithveyo.com](http://wi.ridewithveyo.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](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 800-362-3002.



**WISCONSIN DEPARTMENT**  
*of* **HEALTH SERVICES**

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