



WISCONSIN DEPARTMENT  
*of* HEALTH SERVICES

# Your Non-Emergency Medical Transportation

New Transportation Manager and  
Service Improvements

# Agenda

- Non-Emergency Medical Transportation (NEMT)  
Benefit Overview
- Key Things to Know about NEMT
- New NEMT Manager
- Service Improvements
- Policy Improvements

# Non-Emergency Medical Transportation Benefit Overview

# What is NEMT?

- Non-emergency medical transportation is a service that can help you get rides to covered health care appointments.
- Rides can include public transportation, specialized medical vehicles, or other types of vehicles depending on your medical and transportation needs.

# Who is Eligible for NEMT?

You can get NEMT services if you are enrolled in one of the following Wisconsin Medicaid or BadgerCare Plus programs and have no other way to get to your appointment:

- Family Planning Only Services.
- BadgerCare Plus.
- BadgerCare Plus Express Enrollment for Pregnant Women.
- Tuberculosis-Related Services Only Benefit.
- Wisconsin Medicaid (including IRIS).

# Who is Not Eligible For NEMT?

If you are enrolled in any of the following programs, you are not eligible for NEMT:

- Emergency Services for Non-US Citizens
- Qualified Disabled Working Individual
- Qualified Individual – 1
- Qualified Medicare Beneficiary – Only
- Senior Care
- Specified Low-Income Medicare Beneficiary
- Wisconsin Chronic Disease Program
- Wisconsin Well Woman Program

# Members Who Get Transportation By Other Means

- If you are in a nursing home, your transportation is arranged by the nursing home.
- If you are enrolled in Family Care, Family Care Partnership, or the Program of All-Inclusive Care for the Elderly (PACE), your managed care organization will arrange your transportation.

# Types of Rides

There are three types of rides you may receive if you are eligible to receive NEMT services:

- Routine rides
- Standing order rides
- Urgent rides



# Different Kinds of Transportation

- Common carrier transportation
- Specialized Medical Vehicle (SMV) transportation
- Non-emergency ambulance transportation
- Gas mileage reimbursement

# Key Things to Know about NEMT

# How Do I Schedule a Ride?

- You or your representative can call Veyo at (866-907-1493 or TTY 711) to request a ride. This is the same number used to call the previous vendor.
- You can also schedule a ride online at [member.veyo.com](http://member.veyo.com).
- You must schedule rides for routine appointments at least two business days in advance.
- If you need a ride to an urgent appointment, Veyo will arrange it for you in three hours or less.

# How Do I Schedule a Ride? (cont.)

- If you have regularly scheduled appointments, you can schedule rides three to six months at a time.
- If you have not scheduled a return ride in advance of the trip, you or your representative can call Veyo and a ride will be available within one hour.

# What is the Level of Need Process?

- If you have a medical condition that would require a special vehicle, your doctor will need to complete a Level of Need (LON) assessment with you. This will be used to determine the most appropriate mode of transportation for you.
- Veyo will work with your doctor if you experience any changes to your condition that may require you to change they type of transportation you receive.

# What is a Medically Necessary Attendant?

- Some members require an attendant to assist them on rides to appointments to help with things like wheel chairs and stretchers. This will be allowed if the attendant's presence is medically necessary.
- If you request an attendant, Veyo will require that a health care professional fill out a Medical Necessity form.
  - Veyo will fax this form to your health care professional.
  - Veyo must receive this form at least two business days prior to your appointment date.

# What Else Do I Need to Know?

- Escorts are allowed in the following situations:
  - It is medically necessary.
  - A parent/caregiver may ride along if the member is a minor.
- Meals and lodging are covered if your trip meets certain criteria.
- Parents or caretakers must provide car seats or booster seats needed for the ride.

# When Will I Need to Ride the Bus?

Veyo will pay for you to ride a bus to your Medicaid-covered appointment when all of the following are true:

- You live within one-half mile of a bus stop.
- Your appointment is within one-half mile of a bus stop.
- You don't have any exceptions for riding the bus.



# What are the Exceptions for Riding the Bus?

You will not be required to ride the bus if any of these are true:

- You do not live within one-half mile of a bus stop or have an appointment within one-half mile of a bus stop.
- You are unable to ride a bus or get to a bus stop due to a physical or mental health condition.
- You are a parent or caregiver and are traveling with a member age 4 or younger to their appointment.
- You are age 15 or younger and traveling alone.
- You are age 70 or older and uses a walker, crutches, or a cane.

# What are the Rules for Minors Traveling Alone?

The following members may travel without a parent or caretaker:

- Minors age 16–17 years old, when traveling by a bus or vehicle.
- Minors age 12–15 years old with a signed Parental Consent Form on file with Veyo when traveling by a vehicle only.
- Minors age 4–11 years old with a signed Parental Consent Form on file with Veyo when traveling by a vehicle only with at least one other child to the same day-treatment or center-based behavioral treatment program.

# Complaints Process

## WHY WOULD I FILE A COMPLAINT?

- Incorrect trip times or dates
- Representative interaction concern
- Vendor did not secure transportation
- Ride: late or no show
- Vehicle quality and/or appearance
- Transportation Provider service / behavior
- Other concern

## WHO CAN FILE A COMPLAINT?

- Member
- Member representative
- Transportation providers
- Facilities
- DHS

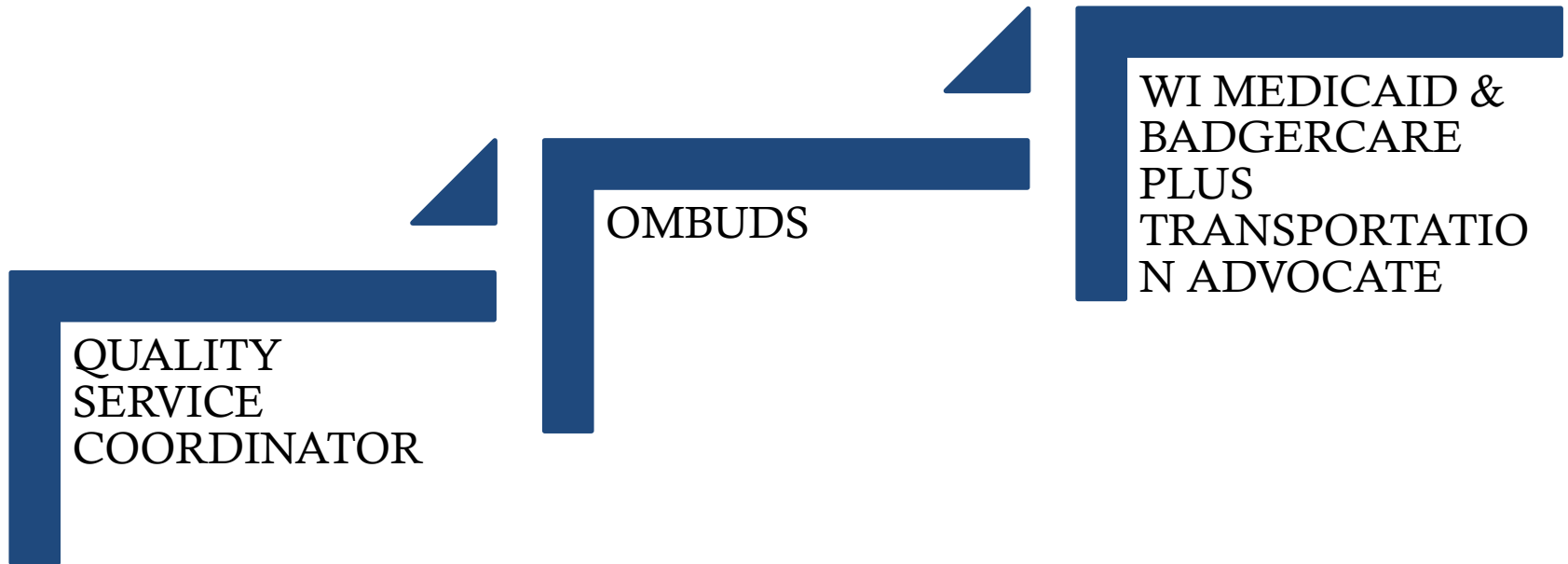
## WHEN CAN I FILE A COMPLAINT?

- Any time – there is no statute of limitations for complaints
- 24/7 – representatives are always available for the documentation of complaints

## HOW CAN I FILE A COMPLAINT?

- Phone: 866-907-1493 (or TTY 711)
- Online: [wi.ridewithveyo.com](http://wi.ridewithveyo.com)
- Mail: 8383 Greenway Blvd, Suite 400, Middleton, WI 53562

# Complaints Process (cont.)



# Denials and Appeals

If you were denied a transportation service, you have the right to appeal.

- For example: being denied a ride or payment for meals or overnight stays.

Appeals process:

- Call Veyo and request that the call center agent raises the issue to the Veyo member ombuds, who will work with you to find a satisfactory resolution
- If you are not satisfied, contact the DHS Transportation Advocate.

# Denials and Appeals (cont.)

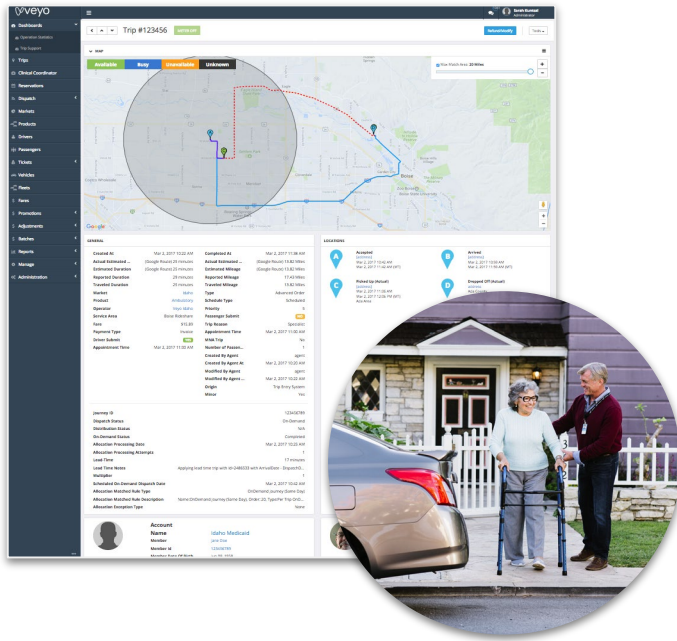
At any time, you may request a fair hearing through the Wisconsin Division of Hearings and Appeals.

## Hearings:

- Are usually held 4-6 weeks from the date of the request.
- Are overseen by an administrative law judge.
- Establish a record of facts used to make a decision.
- Involve testimony from both you and the Medicaid program.

# New NEMT Manager

# Who is Veyo?



- **A Powerful Network in Non-Emergency Medical Transportation (NEMT)**

Veyo offers a powerful network in NEMT with a higher-quality, more efficient fleet that integrates health care-credentialed Independent Driver Providers (IDPs) with traditional transportation providers to create a net new supply.

- **Innovative Technology**

Veyo's technology was built specifically for health care and can handle the complex needs of a Medicaid or Medicare Advantage trips.

- **Industry-Leading Partner**

The first to bring technology and rideshare to NEMT, with over 5.6 million lives under management and 36 million completed trips. The Veyo team is experienced and ready to manage your NEMT benefit.



# What to Expect on November 1<sup>st</sup>



## Many things will be the same

- Eligibility
- Booking number (866-907-1493)
- Transportation provider network
- Member Ombuds
- Level of need process

## Service Enhancements

- Mobile-friendly portal
- SMS capability (text messages)
- Critical care team
- Gas mileage reimbursement
  - Easier to submit for reimbursement
  - Easier to receive \$\$ (EFT)
- 3rd party review of denials
- Transportation Provider Ombuds
- Facility booking tool (RideView)
- Net new supply where needed

# Do I Need to Resubmit Any Forms?

- Veyo will receive the following forms from MTM and make sure your rides are not disrupted during the transition:
  - Level of Need (LON) Form
  - Attendant / Escort Medical Necessity Form
  - Distance Verification Form
  - Parental Consent Forms
- If you have forms that were approved by MTM, you will receive your approved rides to prevent a disruption of service.
- If you have questions about this, contact Veyo at 866-907-1493 (or TTY 711).

# Do I Need to Resubmit Any Forms?

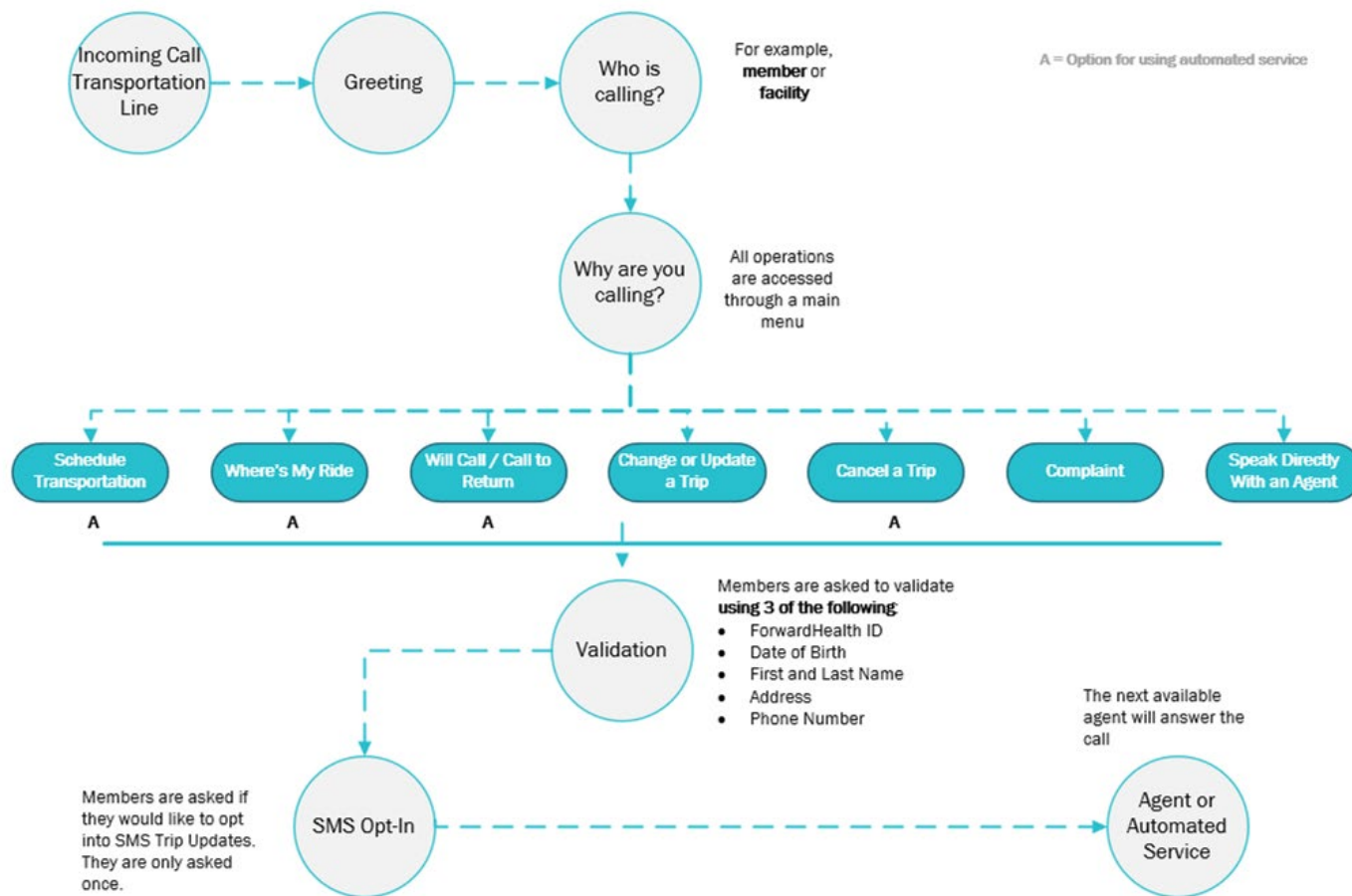
- If you have an existing Parental Consent form with MTM, it will be honored until January 31, 2022.
- Members should submit a new Veyo Parental Consent form for rides on or after February 1, 2022.

If you have an active form that was not sent to Veyo the normal form submission guidelines will apply, which includes a two week grace period during which rides will continue until the new form has been received to prevent a disruption of service.

# Service Improvements

# Interactive Voice Response (IVR)

## Flow Overview



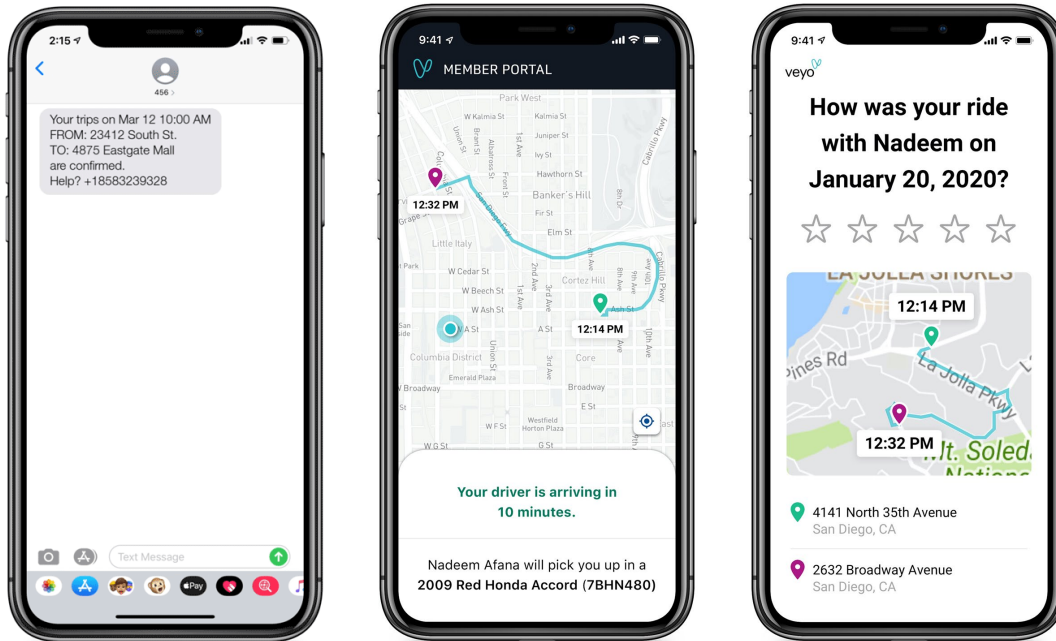
Information contained in this presentation is considered confidential and can not be shared without the express written consent of Veyo and DHS

# Want to Receive Text Messages About Your Ride?



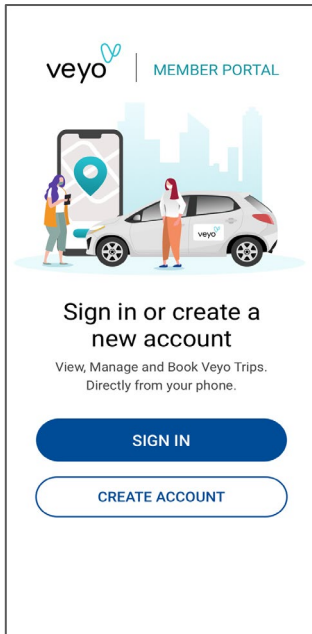
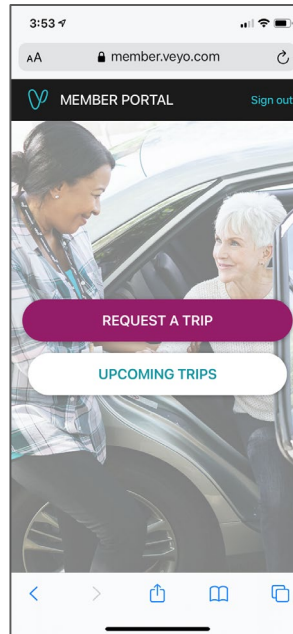
- When you call Veyo for the first time to schedule a ride, the agent will ask you whether or not you would like to receive text message notification.
- You will receive the following types of notifications:
  - A booking confirmation after a ride has been booked
  - A reminder 24 hours prior to pickup
  - A notification when your driver is en route
  - Details about your driver, such as: name, contact number, license plate, vehicle description
  - A notification the driver has arrived
  - An opportunity to rate the ride after it has been completed

# Receiving Veyo Text Messages



- You can cancel an upcoming ride by responding to the reminder text.
- If you have not scheduled a ride home from your appointment, you will have the ability to request a return ride with a text message.
- You can opt out of text messages at any time by responding STOP or UNSUBSCRIBE.

# Veyo Member Portal

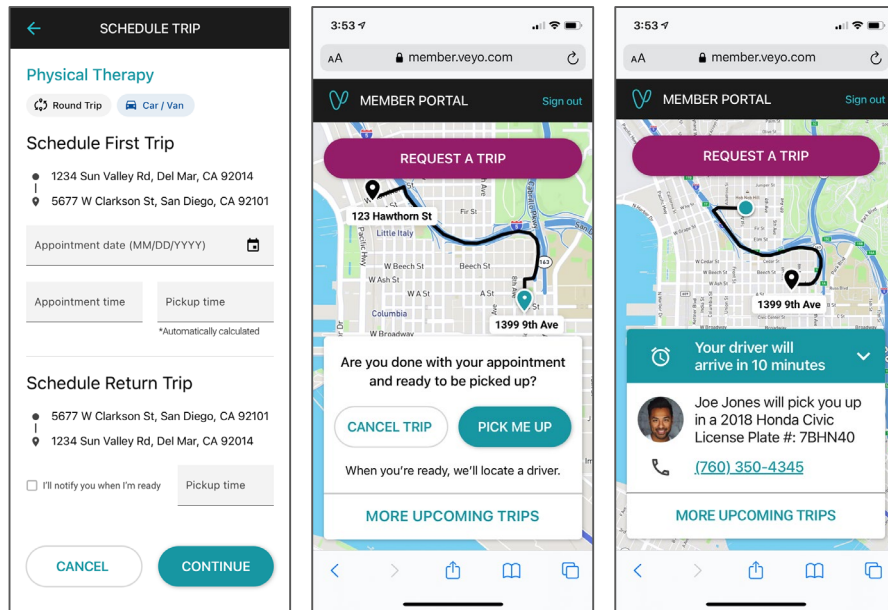
A desktop view of the Veyo Member Portal account creation form. The page features the Veyo logo and 'MEMBER PORTAL' text at the top. The heading is 'Create Account'. Below the heading is the text: 'First, we need to make sure you are in our system. Please enter your name exactly how it appears on your Member ID card.' The form has five input fields: 'Member First Name', 'Member Last Name', 'Member Medical ID (MID)', 'Member Date of Birth', and 'Your Email Address'. Below the email field is a checkbox for 'I agree to Veyo's Terms of Service and Privacy Policy'. At the bottom is a grey 'CONTINUE' button.

- Veyo has an online portal that you can use on a computer, smart phone, or other mobile device.
- You can use the portal to book rides and view trip and driver information.
- To use Veyo's online portal, go to [member.veyo.com](https://member.veyo.com) (available on November 1).



# Veyo Member Portal (cont.)

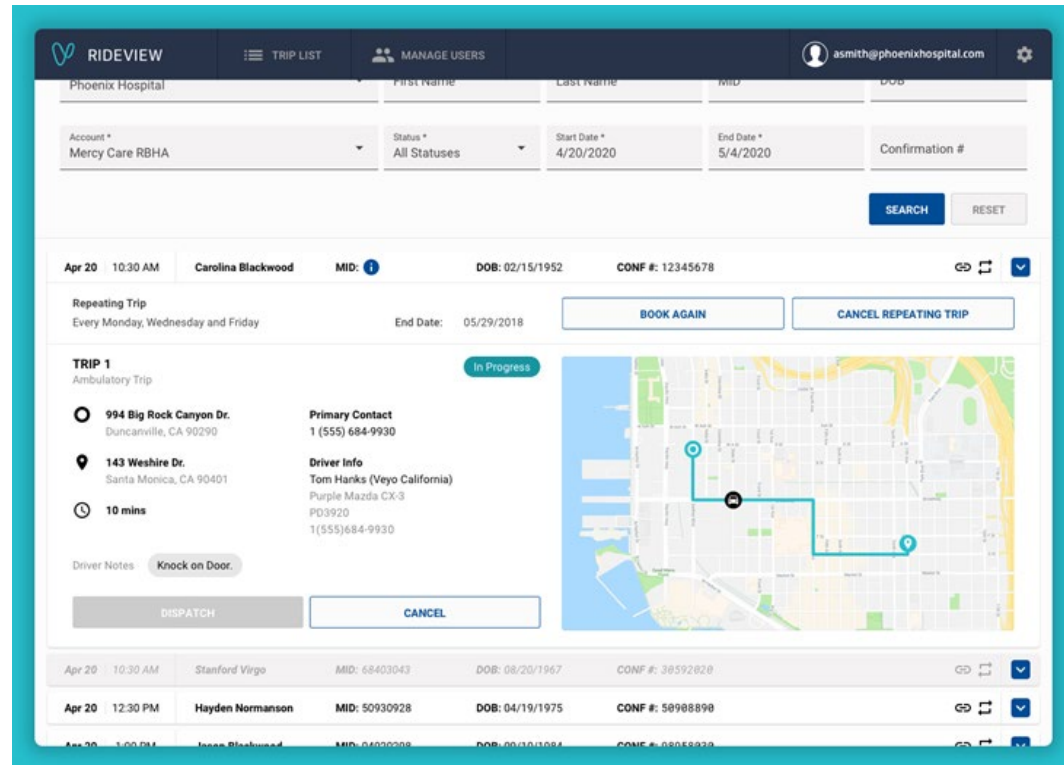
- You can use the portal to book a routine ride from a list of your last five appointments (to the same health care provider at the same address).
- You must schedule by phone for urgent rides and rides to appointment destinations that are not one of your last five appointments.
- If you have not yet scheduled a ride home from your appointment, you will have the ability to request a return ride home from the member portal.
- You can use the member portal to see driver and vehicle information including:
  - Where the vehicle is in real-time while the driver is on the way to pick you up.
  - The driver's name and phone number.
  - The driver's photo if they have provided one.



# Tell Your Provider About the Rideview Facility Portal

RideView is a web-based portal available to all health care providers. It enables real-time visibility and trip management capability, including:

- Real-time arrivals
- Will-call / dispatch requests
- Trip management
- Trip booking
- Facility management
- Mode mix
- Public transit options



Veyo's Facilities Training and Outreach Manager will assist with Rideview integrations. Email [WIFacility@veyo.com](mailto:WIFacility@veyo.com) for more information.

# Improvements to Gas Mileage Reimbursement

- You will use a similar reimbursement trip log that you've used with MTM.
  - The reimbursement trip log still requires a signature from your healthcare provider.
- There will be additional ways to submit the trip log
  - The trip log can be submitted via fax, mail, and *new online submission* through Veyo's Wisconsin website.
- Enhancements to the payment process
  - Payments will be made via *Electronic Funds Transfer (EFT)* or a physical check. Checks can be cashed for free at any US Bank location.

# A New Critical Care Team

- Veyo is implementing a Critical Care Team to identify and manage transportation to critical appointments such as dialysis, cancer treatment, and hospital and dental appointments.
- Rides to these appointments are scheduled like normal.
- This unit proactively identifies these rides and provides another layer of oversight to ensure critical trips are successful.

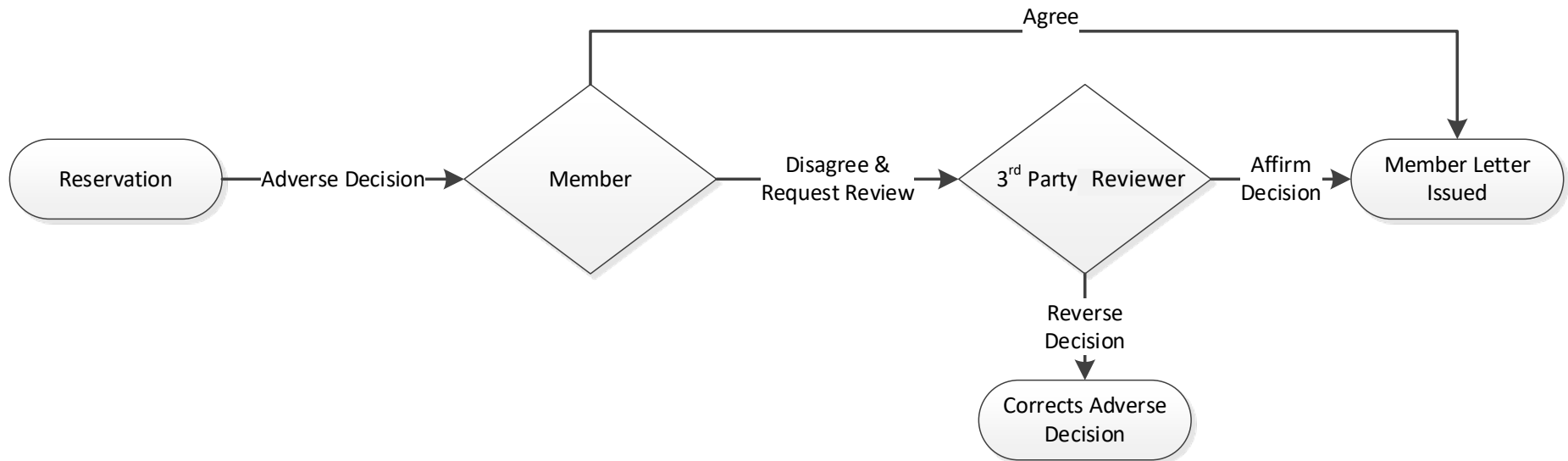
# A New Critical Care Team (cont.)

The Critical Care Team will:

- Correct issues to prevent unsuccessful and untimely trips.
- Perform outreach to stakeholders.
- Develop and coordinate transportation plans to improve quality of NEMT services.
- Develop the transportation provider network
- Monitor trips daily.

# Policy Improvements

# New Third-Party Review Process for Denials



# Improving Your Experience: Trip Scheduling

- In order to avoid confusion by last minute changes to the assigned transportation provider, we've improved the standards for trip scheduling, notification to members, and assignments to transportation providers.
- Transportation providers will be assigned one day prior to the appointment and will not change within one business day of appointment.
- Exceptions may be made for reasons related to safety, quality, vehicle availability, or urgent transportation.



# Improving Your Experience: Public Transportation

We've set new standards to ensure reasonable public transportation.

- You will not be dropped off more than 90 minutes before your appointment.
- You will have 3 or fewer transfers.
- There will be at least 45 minutes from when your appointment ends to arrive at the pick up location.
- Total travel time will be no more than 45 minutes longer than the average travel time when using direct transport.

# Improving Your Experience: Additional Riders

- Veyo will accommodate additional riders who are not medically necessary when:
  - Additional rider(s) are requested by a healthcare facility.
  - Additional rider(s) are under the care of the member.
  - Additional rider(s) are legal dependents of the member.
  - An additional rider acting as a support person for the member is needed.
- Accommodations will be based on the number of seats available in the approved mode of transportation.

# Improvements to Transportation: Provider Network

- Improved transportation network requirements for specialized transportation.
- Improved transportation network requirements within each county to ensure timely pickup within each county for will call rides and urgent ride requests.
- Transportation provider ombuds aimed at strengthening the provider network by assisting with contracting questions and claims processing.

# Additional Resources

[Dhs.wisconsin.gov/aboutdhs/alerts.htm](https://dhs.wisconsin.gov/aboutdhs/alerts.htm)

Sign up for DHS email alerts and updates on a range of topics

[Dhs.wisconsin.gov/badgercareplus/NEMT/index.htm](https://dhs.wisconsin.gov/badgercareplus/NEMT/index.htm)

DHS NEMT member webpage with updates, fact sheets, videos

[Forwardhealth.wi.gov/WIPortal/Subsystem/KW/Display.aspx?ia=1&p=1&sa=129](https://forwardhealth.wi.gov/WIPortal/Subsystem/KW/Display.aspx?ia=1&p=1&sa=129)

ForwardHealth Provider Handbook that contains detailed NEMT policies. You must accept a user agreement before accessing the content.

[Dhs.wisconsin.gov/forwardhealth/partners.htm](https://dhs.wisconsin.gov/forwardhealth/partners.htm)

Updates for community partners on changes in policy and coverage.

[Forwardhealth.wi.gov/WIPortal/Subsystem/Publications/ForwardHealthCommunications.aspx?panel=Updates](https://forwardhealth.wi.gov/WIPortal/Subsystem/Publications/ForwardHealthCommunications.aspx?panel=Updates)

Updates for providers on changes in policy and coverage.

# Additional Resources

## Veyo Websites

- [WI.ridewithveyo.com](http://WI.ridewithveyo.com)
  - Links and resources for providers and members
- [Member.veyo.com](http://Member.veyo.com)
  - Mobile-friendly member portal
- [Veyo.com/rideview](http://Veyo.com/rideview)
  - Facility-based website

# Questions and Feedback

- If you have any questions or feedback about NEMT services, please use the chat feature located on the bottom of your screen to type your comment.
- Please note that we have a lot of people on the call today, so our focus will be on answering questions are more general in nature.
- Please do not submit any personal information about yourself or your situation.
- Additional questions or comments can also be directed to the NEMT email inbox at [DHSNEMTInfo@dhs.wisconsin.gov](mailto:DHSNEMTInfo@dhs.wisconsin.gov)

**Thank You!**