

**Wisconsin Medicaid and BadgerCare Plus
Non-Emergency Medical Transportation (NEMT)
Transportation Advisory Council (TAC)
Meeting Agenda**

Wisconsin Department of Health Services
Virtual Meeting
Thursday, September 5, 2024
10:30 a.m. – 12:30 p.m.

Virtual Meeting Information:

Join via phone: +1 669 254 5252

Join via Zoom: Meeting ID: 160 956 8721

Passcode: 879065

Meeting URL: <https://dhs.wi.zoomgov.com/j/1609568721pwd=Tk1DdjA3N1pEeG0yemVYOVhZSENoZz09>

Agenda:

- I. Welcome and Roll Call: Maddie Valent, Section Manager, Bureau of Benefits Policy (BBP), Division of Medicaid Services (DMS): **10:30 a.m. – 10:40 a.m.**
 - a. New DHS staff introductions
 - i. Jim Dashiell--NEMT Contract Monitor, james.dashiell@dhs.wisconsin.gov
 - ii. Erran Daniels--NEMT Communications Specialist, erranr.daniels@dhs.wisconsin.gov
 - iii. Jennifer Coan--NEMT Program & Policy Analyst, Jennifer.coan@dhs.wisconsin.gov
- II. Highlighted Discussion Topics: Tim Hopfensperger, Assistant Manager, MTM, THopfensperger@mtm-inc.net: **10:40 a.m. – 11:30 a.m.**
 - a. Member feedback surveys: survey options and results
 - b. Outreach: how to better advertise NEMT
- III. MTM Operations Update: Tim Hopfensperger: **11:30 a.m. – 12:00 p.m.**
 - a. Quality Assurance, Complaints
 - b. Unsuccessful Trips
 - c. Network Management
 - d. Gas Mileage Reimbursement
 - e. Call Center
- IV. Open Discussion and Feedback: **12:00 p.m. – 12:30 p.m.**
- V. Adjournment – **12:30 p.m.**