

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

Wisconsin Department of Health Services
Virtual Meeting
March 6, 2025
10:30 a.m. – 12:30 p.m.

Virtual Meeting Information:

Join via phone: +1 669 254 5252

Join via Zoom: Meeting ID: 161 177 8416

Passcode: 648313

Meeting URL: <https://dhs.wi.zoomgov.com/j/1611778416?pwd=BPva5PsrreoRyBUBSibIRGns7N8wV.1>

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.
- II. Closing the Loop: Adam Thomas, Program Director, MTM adthomas@mtm-inc.net: 10:40 a.m. – 10:45 a.m.
 - a. Trip Scheduling – Reference Document
 - b. Gas Mileage Reimbursement – Reference Document
- III. 2024 Operations Review: Adam Thomas: 10:45 a.m. – 11:30 a.m.
 - a. Quality Assurance, Complaints
 - b. Unsuccessful Trips
 - c. Network Management
 - d. Gas Mileage Reimbursement
 - e. Call Center
- IV. Highlighted Discussion Topic(s): Adam Thomas: 11:30 a.m. – 12:00 p.m.
 - a. Complaint Process
 - b. Gas Mileage Reimbursement – Trip Log Best Practices
 - i. New GMR Outreach Process for Members
- V. Open Discussion and Feedback: 12:00 p.m. – 12:30 p.m.
- VI. Adjournment – 12:30 p.m.