

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

Wisconsin Department of Health Services
Virtual Meeting
Wednesday, September 7, 2022
10:30 a.m. – 12:30 p.m.

Virtual Meeting Information:

Join via phone: +1 669 254 5252

Join via Zoom: Meeting ID: 160 953 1826

Passcode: 497706

Meeting URL: <https://dhs.wi.zoomgov.com/j/1609531826?pwd=cnljbFpLMUw5WFZlZzFkdGhKcHVEUT09>

Agenda:

- I. Welcome and Roll Call – Autumn Knudtson, Director, Bureau of Benefits Policy (BBP), Division of Medicaid Services (DMS): 10:30 a.m. – 10:40 a.m.
 - a. Welcome and roll call
 - b. Department of Health Services updates

- II. Highlighted Discussion Topic(s) – Adam Thomas, General Manager, Veyo Transportation: 10:40 a.m. – 11:30 a.m.
 - a. MTM acquisition update
 - b. Technology engagement
 - c. Independent Driver Providers
 - d. Gas Mileage Reimbursement
 - e. Recurring Trip reminder calls

- III. Veyo Operations Update – Veyo Transportation staff: 11:30 a.m. – 12:00 p.m.
 - a. Same day trips and consistent providers – Adam Thomas
 - b. Critical Care team – Adam Thomas and Colin Martin, Transportation Provider Network Manager
 - c. Education, Training, and Outreach (ETO) – Jonathan Liegeois, Facility ETO Manager
 - d. Complaint data – Erick Schroeder, Quality Assurance Manager
 - e. Call Center updates – Beau Johnson, Contact Center Senior Manager
 - f. Transportation Network updates – Colin Martin

- IV. Open Discussion and Feedback: 12:00 p.m. – 12:30 p.m.

- V. Adjournment – 12:30 p.m.