

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

Department of Health Services
Virtual Meeting
Thursday, February 17, 2022
10:30 a.m. – 12:30 p.m.

Virtual Meeting Information:

Join via phone: +1 669 254 5252

Join via Zoom: Meeting ID: 160 461 0718

Passcode: 586273

Meeting URL: <https://dhs.wi.zoomgov.com/j/1604610718?pwd=eXBtaVVmckZxQm42V2V1Z3I4TGhGdz09>

Agenda:

- I. Welcome and Introductions: Autumn Knudtson, Director, Bureau of Benefits Policy (BBP), Division of Medicaid Services (DMS) – 10:30 a.m. – 10:45 a.m.
 - a. Roll call of TAC members
 - b. Introductions – DHS NEMT Team

- II. Highlighted Discussion Topics: Tip Pom, NEMT Contract Monitor, BBP, DMS and Adam Thomas, General Manager, Veyo Transportation – 10:45 a.m. – 11:15 a.m.
 - a. Independent Driver Provider (IDP) Program Development
 - b. Travel Training Program

- III. Veyo Operations Update: 11:15 a.m. – 12:00 p.m.
 - a. Technology Engagement
 - b. Operations Update
 - i. Call Center and Quality Assurance Team
 - ii. Transportation Network
 - iii. Critical Care Team
 - iv. Gas Mileage Reimbursement
 - v. Public Transportation
 - vi. Data Management
 - vii. Complaints Trends
 - viii. Members Ombudsman
 - c. Veyo NEMT Contact Information

- IV. Open Discussion and Feedback: Autumn Knudtson – 12:00 p.m. – 12:25 p.m.

- a. Areas that are working well
 - b. Areas for improvement
- V. Scheduling of next TAC Meeting: Tip Pom – 12:25 p.m. – 12:30 p.m.
 - a. Preview of quarterly schedule for 2022
 - b. Potential dates – May
- VI. Adjournment – 12:30 p.m.