

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

Wisconsin Department of Health Services
Virtual Meeting
Thursday, May 19, 2022
10:30 a.m. – 12:30 p.m.

Virtual Meeting Information:

Join via phone: +1 669 254 5252

Join via Zoom: Meeting ID: 160 492 0417

Passcode: 088091

Meeting URL: <https://dhs.wi.zoomgov.com/j/1604920417?pwd=QU5BMGxqcTlXa3RBdkRqQllJVjFDZz09>

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.
- II. Technology Engagement – Adam Thomas, General Manager, Veyo Transportation: 10:40 a.m. – 10:45 a.m.
- III. Highlighted Discussion Topic(s) – Veyo Transportation staff: 10:45 a.m. – 11:15 a.m.
 - a. Same day urgent trips – Adam Thomas
 - b. Consistent providers for recurring trips – Adam Thomas
 - c. Minor transportation – Adam Thomas
 - d. Ambulance post-authorization timeframe update – Adam Thomas
- IV. Veyo Operations Update – Veyo Transportation staff: 11:15 a.m. – 12:00 p.m.
 - a. Critical Care Team – Adam Thomas
 - b. Member Ombudsman – Erick Schroeder, Quality Assurance Manager
 - c. Quality Management – Erick Schroeder
 - d. Education, Training & Outreach – Jonathan Liegeois, Education, Training & Outreach Manager
 - e. Call Center update – Beau Johnson, Contact Center Senior Manager
 - f. Transportation Network – Colin Martin, Transportation Provider Network Supervisor
 - g. Masking updates – Adam Thomas
 - h. Contact Information – Adam Thomas
- V. Open Discussion and Feedback – Autumn Knudtson: 12:00 p.m. – 12:30 p.m.
- VI. Adjournment – 12:30 p.m.