

**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.

- I. Welcome and Roll Call - Maddie Valent, Section Manager, Bureau of Benefits Policy (BBP), Division of Medicaid Services (DMS), welcomed the group and gave an overview of the agenda. Jennifer Coan, Program & Policy Analyst, BBP took attendance electronically.
- II. New DHS Staff Introductions - Maddie Valent introduced the new members of the BBP NEMT team and reminded everyone that Regan Batterman has left DHS. The three new members are:
 - Jim Dashiell (NEMT Contract Monitor) james.dashiell@dhs.wisconsin.gov
 - Jennifer Coan (NEMT Program & Policy Analyst) jennifer.coan@dhs.wisconsin.gov
 - Erran Daniels (NEMT Communications Specialist) erranr.daniels@dhs.wisconsin.gov
- III. Highlighted Discussion Topics - Tim Hopfensperger, Assistant Manager, MTM, highlighted 2 discussion topics for the council's awareness and feedback:
 - Member feedback surveys - reviewed results from the 2 surveys offered to members (with phone access) to give feedback on their NEMT experience with MTM: Call Center Surveys (opt-in option for call-in users) and Rate My Ride Survey (for text or app users).
 - Outreach - reviewed how MTM and service users provide awareness about NEMT services.
- IV. MTM Operations Update - Tim Hopfensperger, Assistant Manager, MTM, gave an overview of Quarter 2, 2024 trends and focus areas for Quarter 3, 2024.
 - Quarter 2 Trends - There is a decrease in transportation provider turnbacks, substantiated complaints, and unsuccessful trips (at the program level, the minor trip level, and the critical care trip level).
 - Quarter 3 Focus Areas – There is a multi-department effort to reduce complaints regarding Gas Mileage Reimbursement (GMR) and turnbacks.
- V. Open Discussion and Feedback – throughout the MTM presentation, council members were able to ask questions and provide feedback. Themes of discussion included:
 - Request to see a demo of how the ride setup looks to the driver, in the app.
 - Call Center options for languages other than English and Spanish.
 - Request for NEMT paper resource for members with technology barriers.
- VI. Adjournment