

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

Wisconsin Department of Health Services (DHS)
Division of Medicaid Services (DMS)
Virtual Meeting
Thursday, June 6, 2024
10:30 a.m. – 12:30 p.m.

- I. Welcome and Introductions – Maddie Valent, Benefits Support Section Manager, Bureau of Benefits Policy (BBP), DMS welcomed the group and gave an overview of the agenda. Regan Batterman, Communications Specialist, BBP took attendance electronically.
- II. Highlighted Discussion Topic(s) – Adam Thomas, General Manager, MTM, highlighted 4 discussion topics for the council’s awareness and feedback:
- Ride reminder and communications to members – reviewed the three types of communications members can receive from MTM: phone calls, text messages, and push notifications from the MTM app. Also reviewed how members opt in or out of each type and when each type of message is sent.
 - Meals and Lodging process review – reviewed the different steps in the Meals and Lodging approval process, including the needed forms.
 - Mileage reimbursement review – reviewed how to set up the payee and the different ways members can receive their mileage reimbursement.
 - Signage and driver requirements – reviewed the required signage for MTM vehicles and the expectations for communication between drivers and members, including when and how drivers should contact members.
- III. MTM Operations Update – Adam Thomas
- Quality Assurance – gave an overview of reasons for complaints in Quarter 1 2024.
 - Unsuccessful Trips – gave an overview of unsuccessful trips at the program level, the minor trip level, and the critical care trip level.
 - Transportation Network – gave an overview of turnbacks and MTM’s efforts to reduce trip turnbacks.
 - Call Center – gave an overview of the Call Center’s performance in Quarter 1 2024.
 - Education, Training & Outreach – gave an overview of facilities that have started using the MTM Link portal to book rides since February 1.
- IV. Open Discussion and Feedback – throughout the MTM presentation, council members were able to ask questions and provide feedback. Themes of discussion included:

<ul style="list-style-type: none">• Required trainings for transportation providers• Issues with mileage reimbursement (e.g., incorrect payees)	<ul style="list-style-type: none">• Issues with Money Grams or the MTM debit card• Return to opt-out method for phone calls from MTM
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- V. Adjournment