

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

Department of Health Services (DHS)
Division of Medicaid Services (DMS)
Virtual Meeting
Wednesday, September 7, 2022
10:30 a.m.–12:30 p.m.

- I. Welcome and Introductions – Autumn Knudtson, Director, Bureau of Benefits Policy (BBP), DMS welcomed the group and initiated roll call of council members. Regan Batterman, Communications Specialist, BBP took attendance electronically.

- II. Highlighted Discussion Topics
 - Adam Thomas, General Manager, Veyo/MTM highlighted four topics of interest for the council’s feedback:
 - MTM acquisition update – provided an update on the progress of the acquisition of Veyo by MTM and previewed the process Veyo/MTM will follow for future changes
 - Independent Driver Providers (IDPs) – provided data on the presence and impact of the IDP program throughout the state
 - Gas mileage reimbursement – notified the council of the temporary rate increase for mileage reimbursement that is effective through December 31, 2022
 - Recurring Trip reminder calls – provided an update that reminder calls to members with expiring recurring trips have been implemented

- III. Veyo/MTM Operations Update
 - Adam Thomas gave an update on same day trips and consistent providers, a new operations item from the last council meeting.
 - Adam Thomas gave an update on the critical care team and the trips they monitor.
 - Jonathan Liegeois, Education Training & Outreach Manager, gave an update on training and outreach efforts around the state.
 - Erick Schroeder, Quality Assurance Manager, gave an update on the reasons for complaints and data about complaint occurrences and resolutions.
 - Beau Johnson, Contact Center Senior Manager, gave an update on call center operations including response and hold times, call distributions, and quality assurance measures.
 - Colin Martin, Transportation Provider Network Supervisor, gave an update on the transportation network, including location and types of new providers added.

- IV. Open Discussion and Feedback – Throughout the Veyo/MTM presentation, council members were able to ask questions. Themes of discussion included:
 - Improving call center accessibility – voice only telephony, interpretation services
 - Volunteer drivers in the Northern region
 - Reading member case notes carefully
 - Use of data from SMS passenger surveys access, etc.
 - Potential IDP resources in northern region

- V. Adjournment