

**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  
Thursday, September 7, 2023  
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 initiated roll call of council members. Regan Batterman, Communications Specialist, BBP took attendance electronically. BBP and Veyo/MTM also introduced new staff members, including the new NEMT Contract Monitor for DHS and the new Quality Assurance Manager, Education Training & Outreach Manager, and Travel Trainer for Veyo/MTM.
- II. Highlighted Discussion Topics
  - Four discussion topics of interest were highlighted for the council’s awareness and feedback:
    - Veyo/MTM branding transition – Adam Thomas, General Manager, Veyo/MTM gave an update on how Veyo plans to transition to co-branded publications (Veyo/MTM combined logo) and then finally to just MTM branding.
      - TAC members completed a survey regarding the circulation of cobranded letters and the timing of branding changes. The majority voted to have the cobranded letters in circulation for 90 days and for the switch to just MTM branding to occur after the transition to the MTM Link platform.
    - MTM Link demonstration – Adam Thomas gave a demonstration of how the Link platform will function for members using NEMT. He walked through how Link can be used to schedule rides and claim gas mileage reimbursement and how the text messaging notifications would function.
    - Will call reminders – Adam Thomas gave a reminder about how members schedule and activate will call rides.
- III. Veyo/MTM Operations Update
  - Erick Schroeder, Contact Center Senior Manager, gave an update on the reasons for complaints and data about complaint occurrences and resolutions.
  - Jonathan Liegeois, Education Training & Outreach Manager, gave an update on training and outreach efforts around the state.
  - Colin Martin, Transportation Provider Network Supervisor, gave an update on the transportation network, including the locations new providers were added.
  - Erick Schroeder gave an update on call center operations including response and hold times, call distributions, and quality assurance measures.
- IV. Open Discussion and Feedback – Throughout the Veyo/MTM presentation, council members were able to ask questions. Themes of discussion included:
  - How transportation providers will transition to Link – timing, communication from Veyo
  - Clarifying questions about the Link app
  - Accessibility for members who will not utilize the Link app
- V. Adjournment