



MTM | State of Wisconsin Dept. of Health Services

December 5, 2024



Agenda

Program Review Period: Q3 2024

MTM Closing the Loop

Highlighted Discussion Topics

- Electronic Forms / Trip Log Submission
- Member Reimbursement Process Improvement
- Winter Weather Preparation
- End-of-Year Holiday Planning

Operations Review

- Education Training and Outreach
- Quality Assurance, Complaints
- Unsuccessful Trips
- Network Management
- Gas Mileage Reimbursement
- Call Center

Appendix



Outcomes: Q3 2024





MTM Closing the Loop



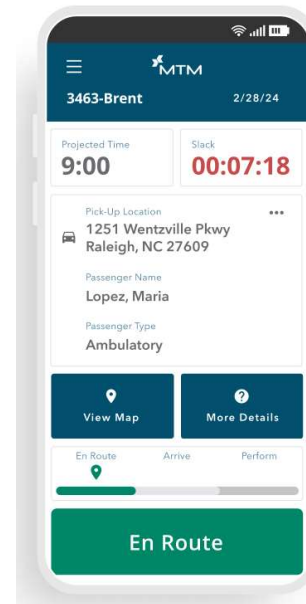
Closing the Loop, Sept. 5th TAC Meeting

New Q&A Appendix Created

- This entry includes responses to questions and suggestions from the previous TAC Meeting

Technology Demonstration Request

- Driver App





Highlighted Discussion Topics



Electronic Form Submission

****NEW**** Electronic Forms

- **Attendant/Escort Medical Necessity Form**
- **Distance Verification Form**
- **LON Form (Standard and Ambulance and Stretcher)**
- **Meals and Lodging Form**
- **Parental Consent Form (Children Age 4-11 and Age 12-15)**

<https://www.mtm-inc.net/wisconsin/facilities/>



Electronic Form Submission Examples



Wisconsin DHS Meals and Lodging

Questions? Please call MTM at 866-907-1493.

Member Information

Member's Name*

First Name Last Name

Name of Parent, Legal Guardian, or Medically Necessary Escort*

First Name Last Name

Member's Phone Number*

###-###-####

Member's Street Address*

Standard LON Form

Patient Information

Name*

First Name Last Name

Date of Birth*

Month Day Year

ForwardHealth ID Number*

Phone Number*

###-###-####

Address*

Address Line 1



Photograph/Attachment Trip Log Submission

GMR (Gas Mileage Reimbursement) electronic submission options:

- Cell phone
- Desktop/Tablet



<https://www.mtm-inc.net/wisconsin/members/>



Photograph/Attachment Trip Log Submission

12:47 LTE 49%

mtmgmr.zendesk.com

MTM MTM Gas Mileage
Reimbursement

MTM Gas Mileage Reimbursement > Submit a request

Submit a request

Member First Name

Member Last Name

Member Phone Number

ForwardHealth ID

Member Date of Birth

12:47 LTE 49%

mtmgmr.zendesk.com

ForwardHealth ID

Member Date of Birth

Trip Start Date

Please enter Trip Start Date

Trip End Date

Please enter Trip End Date

Trip Log Att
 Photo Library

Trip Log mu:
 Take Photo

Choose Files

Attachments - Allowed file types: png, jpg, jpeg, pdf

Submit

Attachment options:

- Pick from photo library
- Take a photo using mobile device
- Choose files



Member Reimbursement Gas Mileage and Meals & Lodging

Gas Mileage

- Additional resources
- Payment inquiry member follow up
- Find the best submission method for each member

Meals & Lodging

- Technology / process improvements
- Additional member communication
- Speed to reservation



Winter Weather Preparation

Guiding Principals

- Safety First
 - Communication
 - Life sustaining and urgent trips
- MTM has developed robust process for inclement weather over the past three years.
- We work to ensure that trips are happening, to the extent that they are possible.
 - We are not canceling until it is absolutely necessary.
 - We are doing everything to make sure that active trips are covered safely.



Winter Weather Severity and Actions

Tier 1: Travel is not restricted but caution is urged.

Tier 2: Conditions are hazardous, travel is restricted, delays are expected.

Tier 3: State of Emergency. A travel ban has been issued.





End of Year Holiday Transportation Coverage

Objective: Ensure seamless member transportation during holidays.

Communication is the key to success.

Transportation providers:
Confirm holiday supply changes as soon as possible.

Healthcare facilities: An email from MTM will be sent with a link to a form requesting holiday related trip changes.



Highlighted Discussion Topic

Feedback and Questions



MTM Program Update



Education, Training, and Outreach (ETO)

MTM Link Facility Portal

The facility portal is a web-based tool that is designed specifically for healthcare facilities.

Key Focus Items for 2024

Increasing access to the MTM Facility Portal.



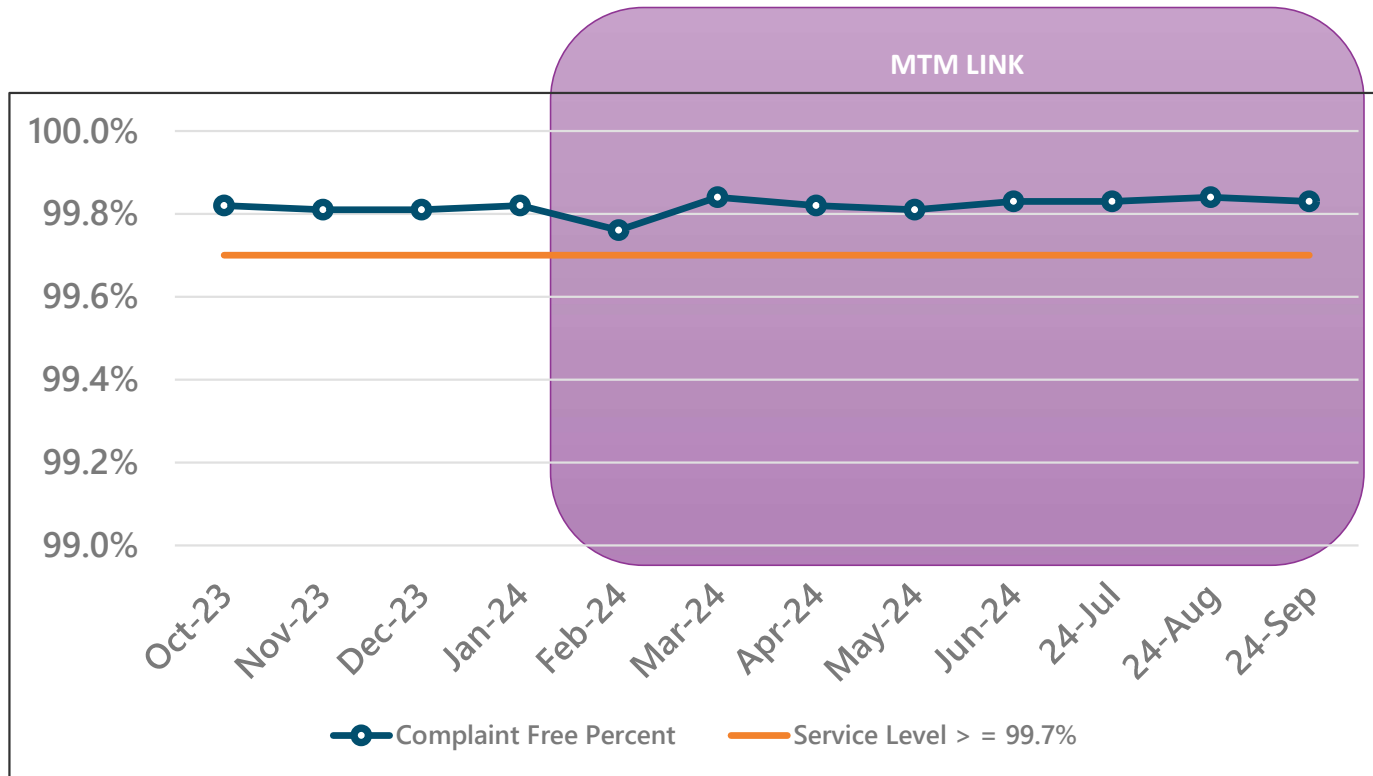
MTM's ETO Core Function

Meeting with facilities and organizations to collaborate in support of members.

If you are interested in scheduling a meeting, training, or receiving educational materials and resources, please reach out to CO-WI@mtm-inc.net.

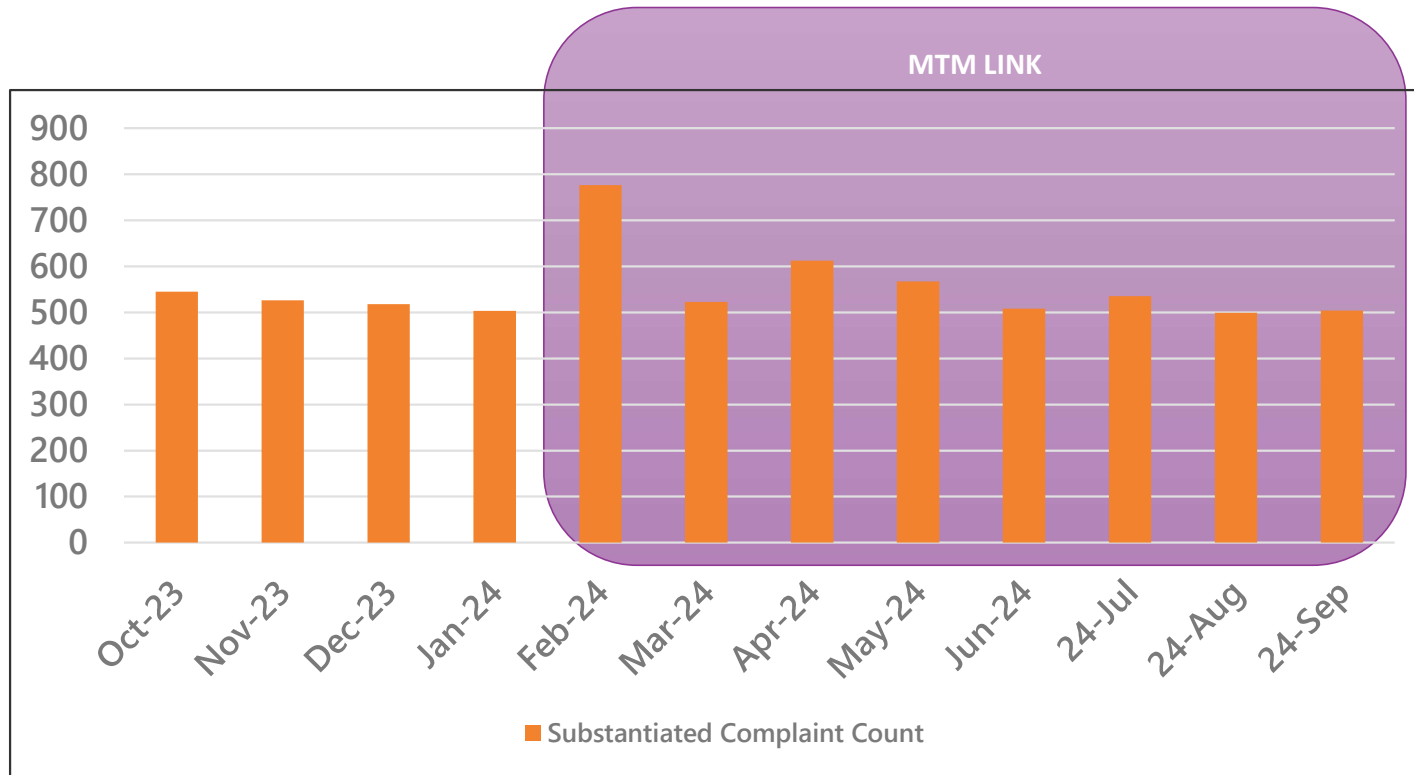


Quality Assurance: Complaint Free Percent





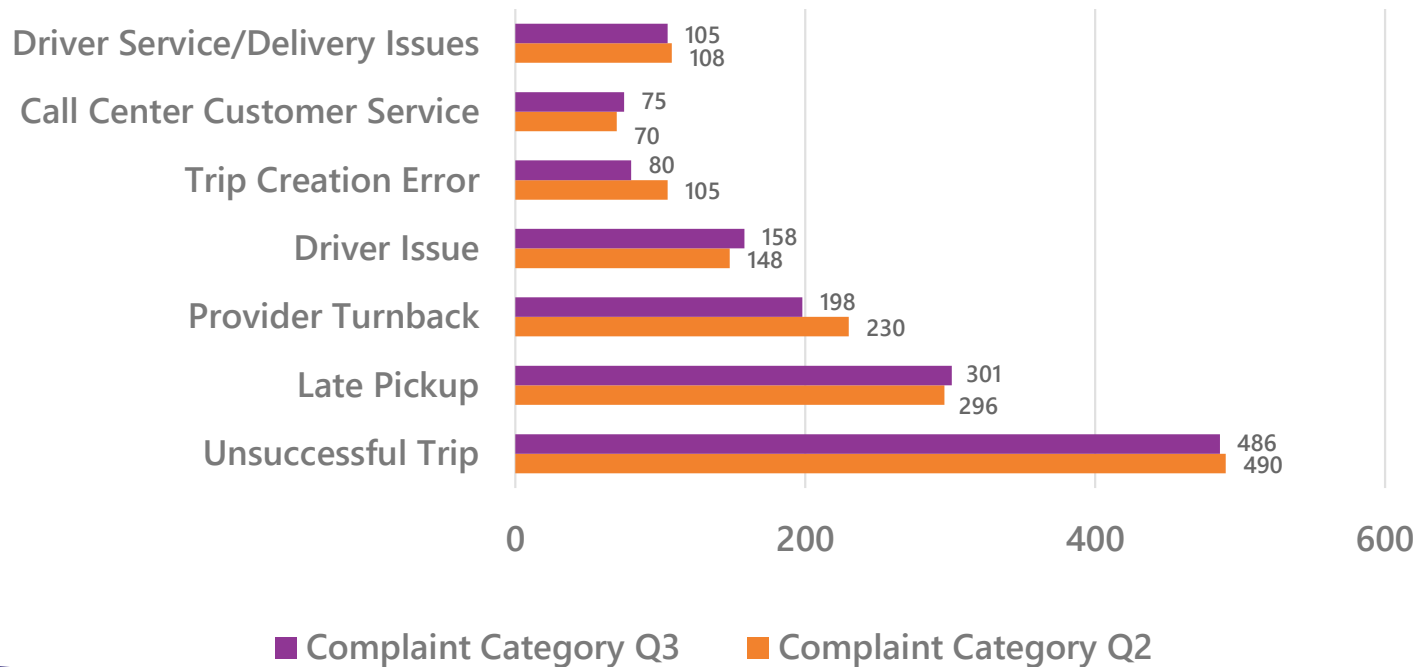
Quality Assurance: Substantiated Complaints





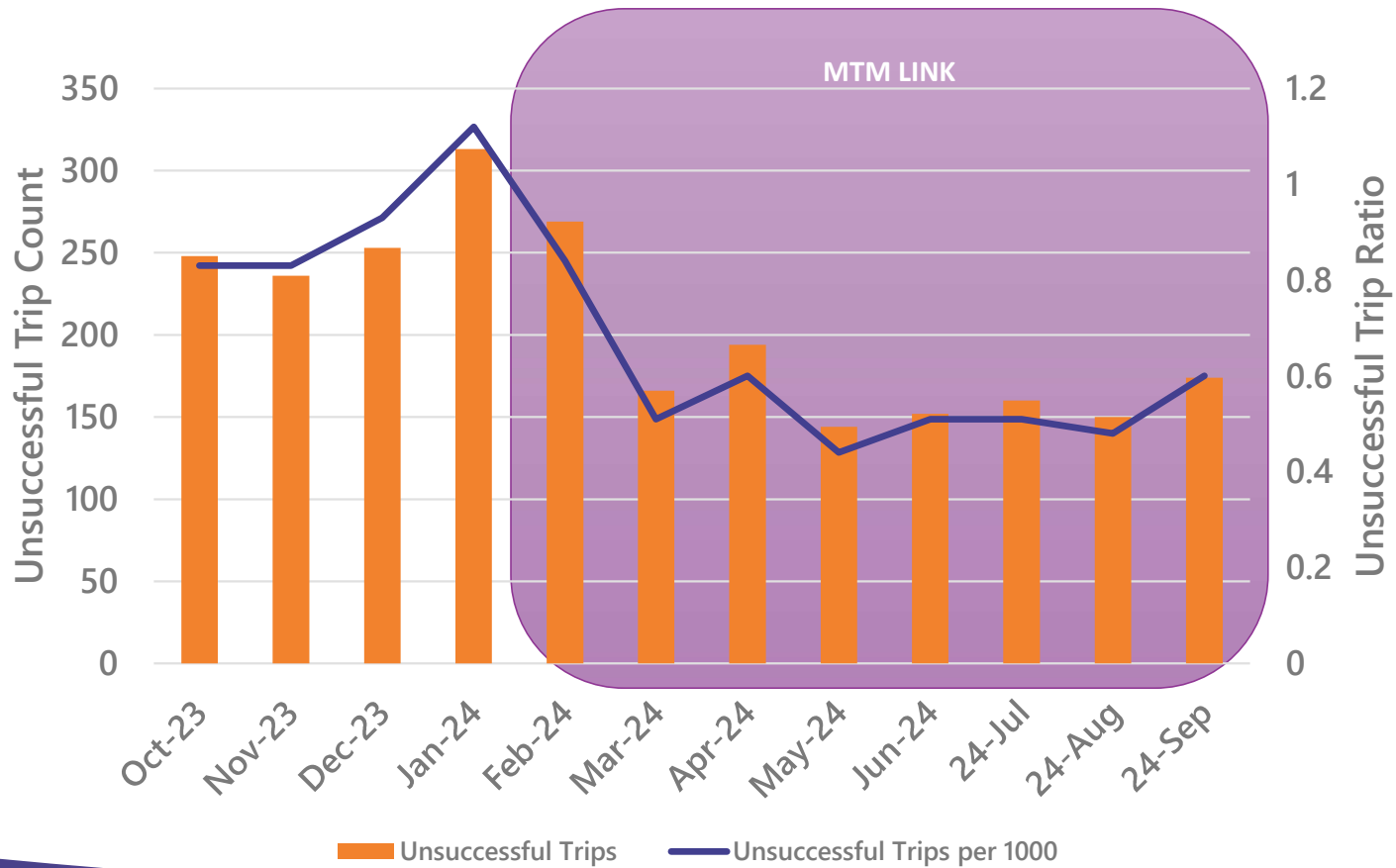
Quality Assurance: Substantiated Complaints by Category

Complaints by Category Comparison



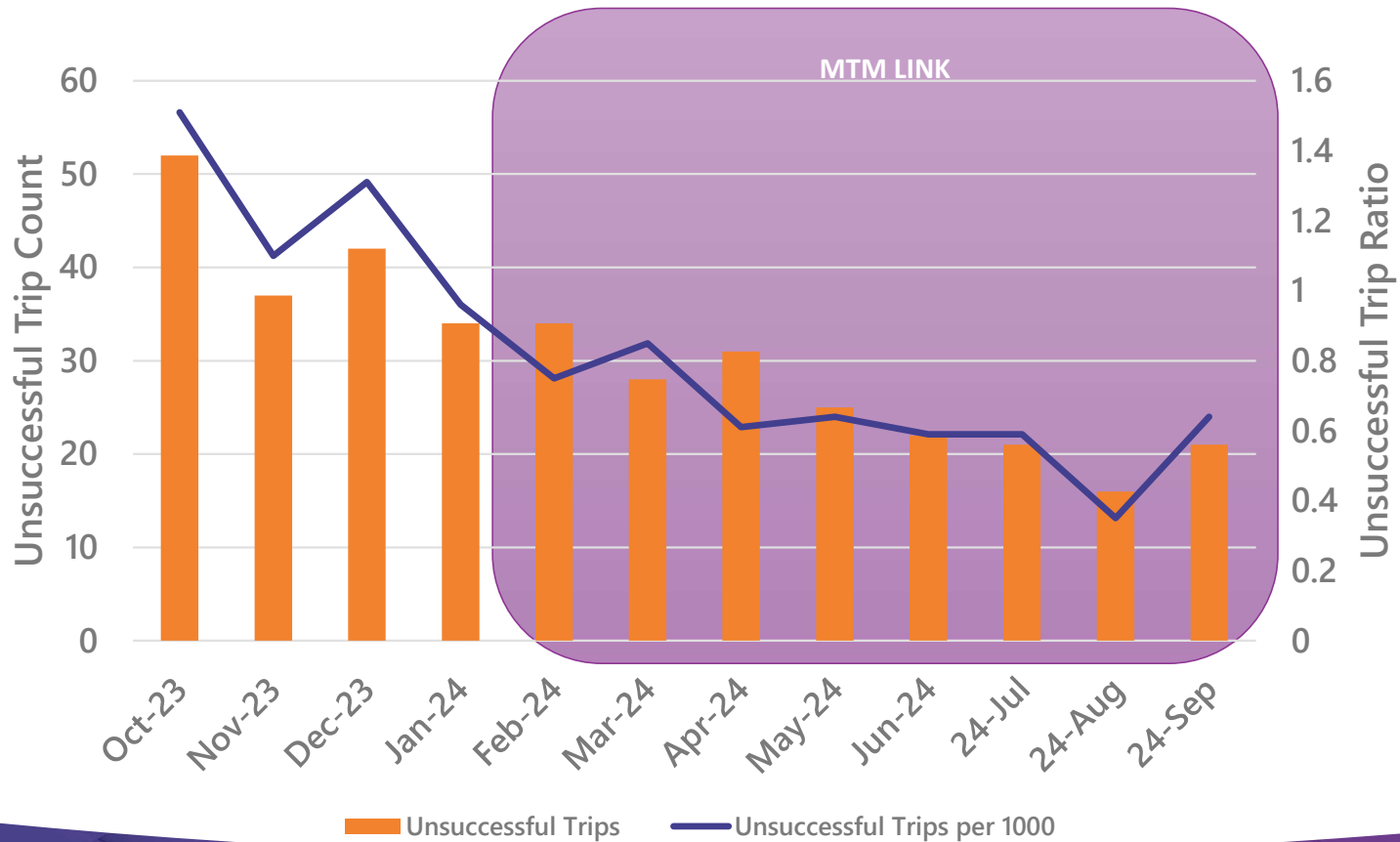


Unsuccessful Trips: Program Level



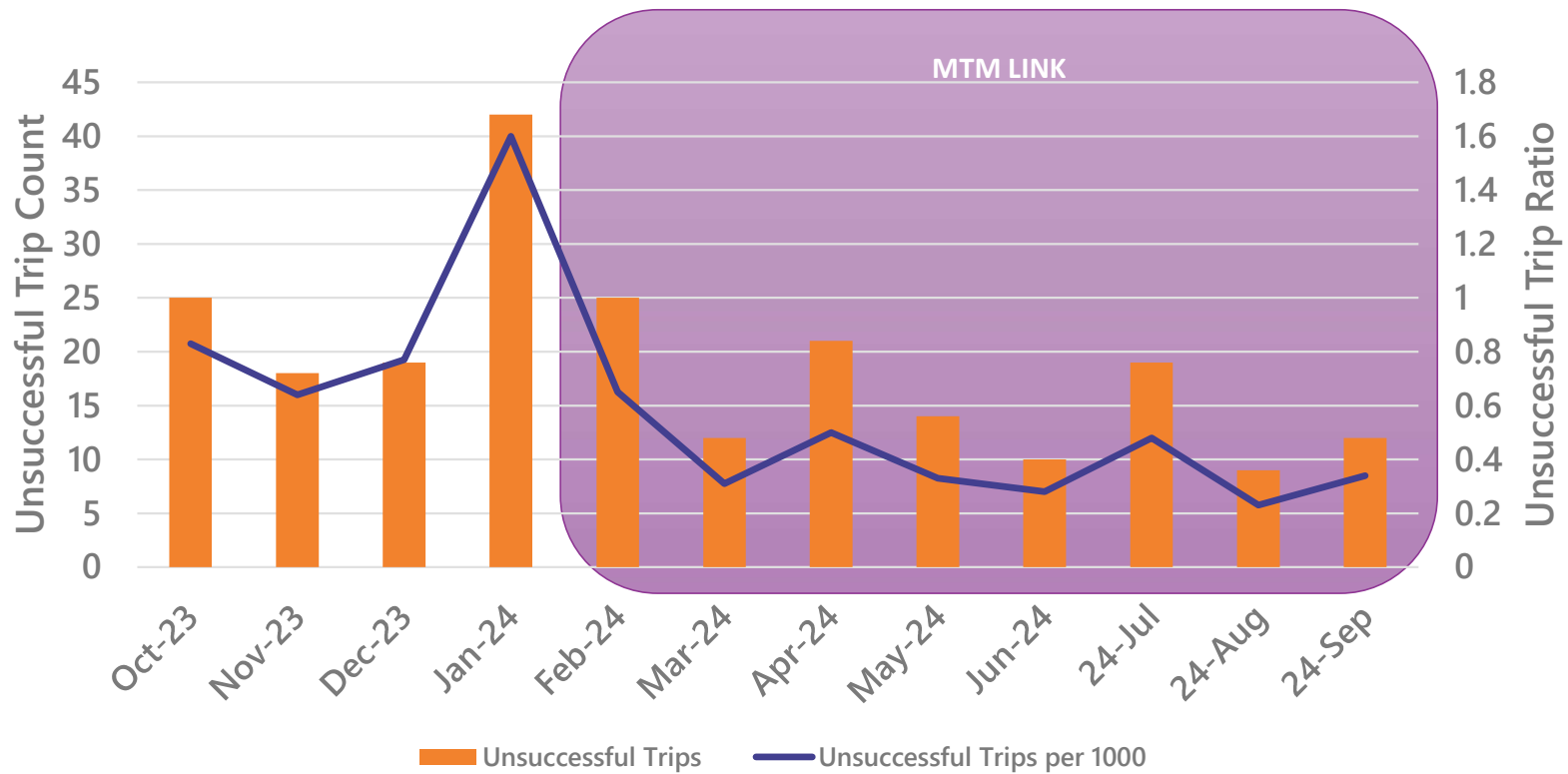


Unsuccessful Trips: Critical Care Trip Level





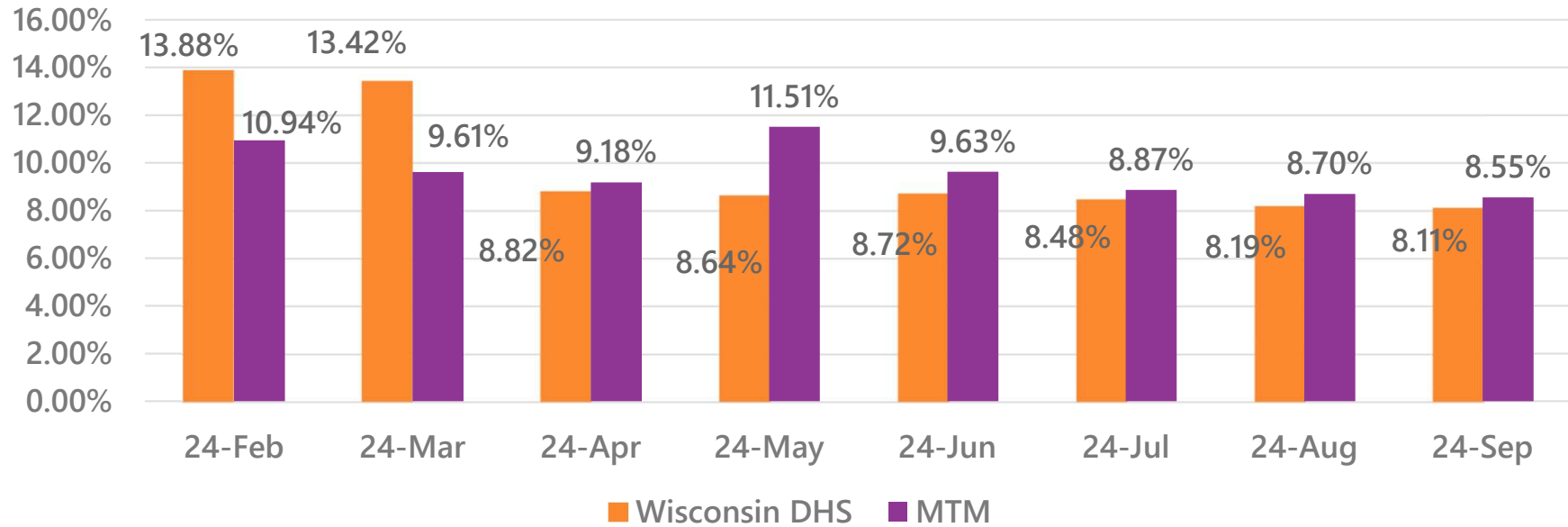
Unsuccessful Trips: Minor Trip Level





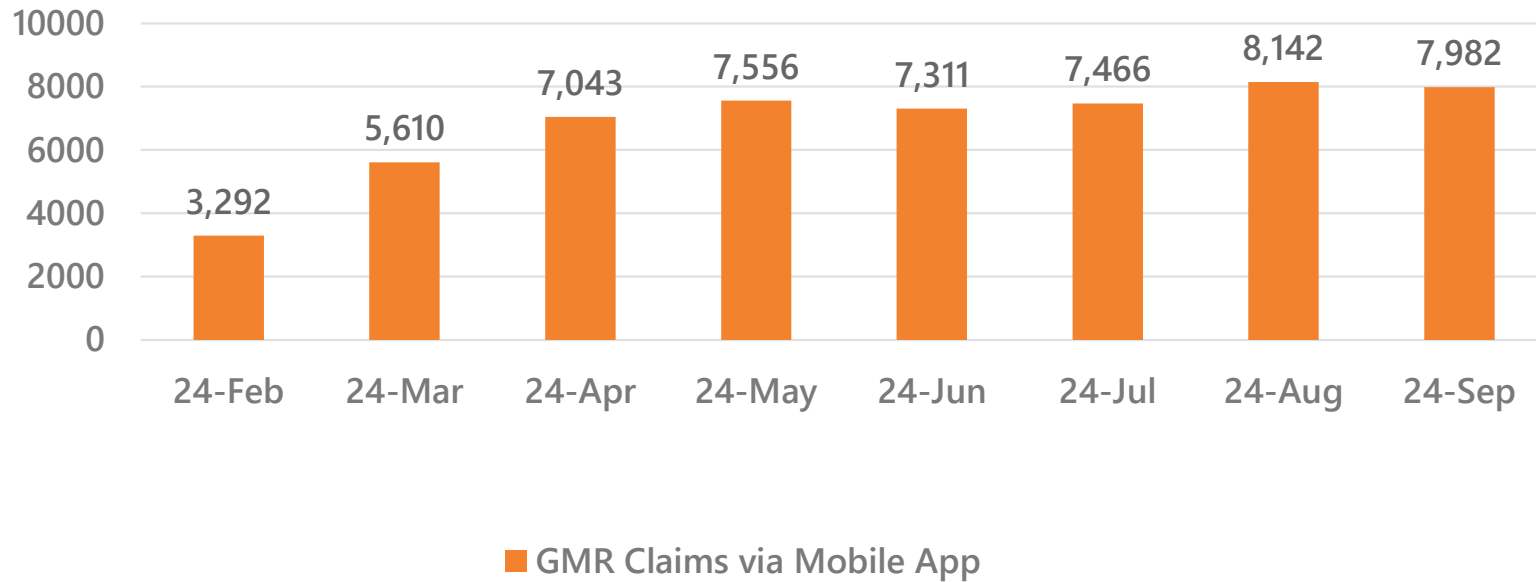
Transportation Provider Network: Transportation Provider Turnbacks

Statewide Turnback Percentage





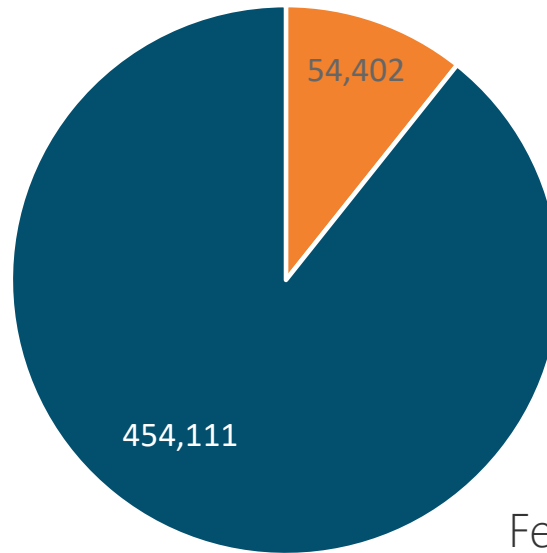
MTM Link: Member App Usage



For MTM LINK Mobile App technical assistance, please call: 888-597-1189



MTM Link: GMR Claims Via Member App



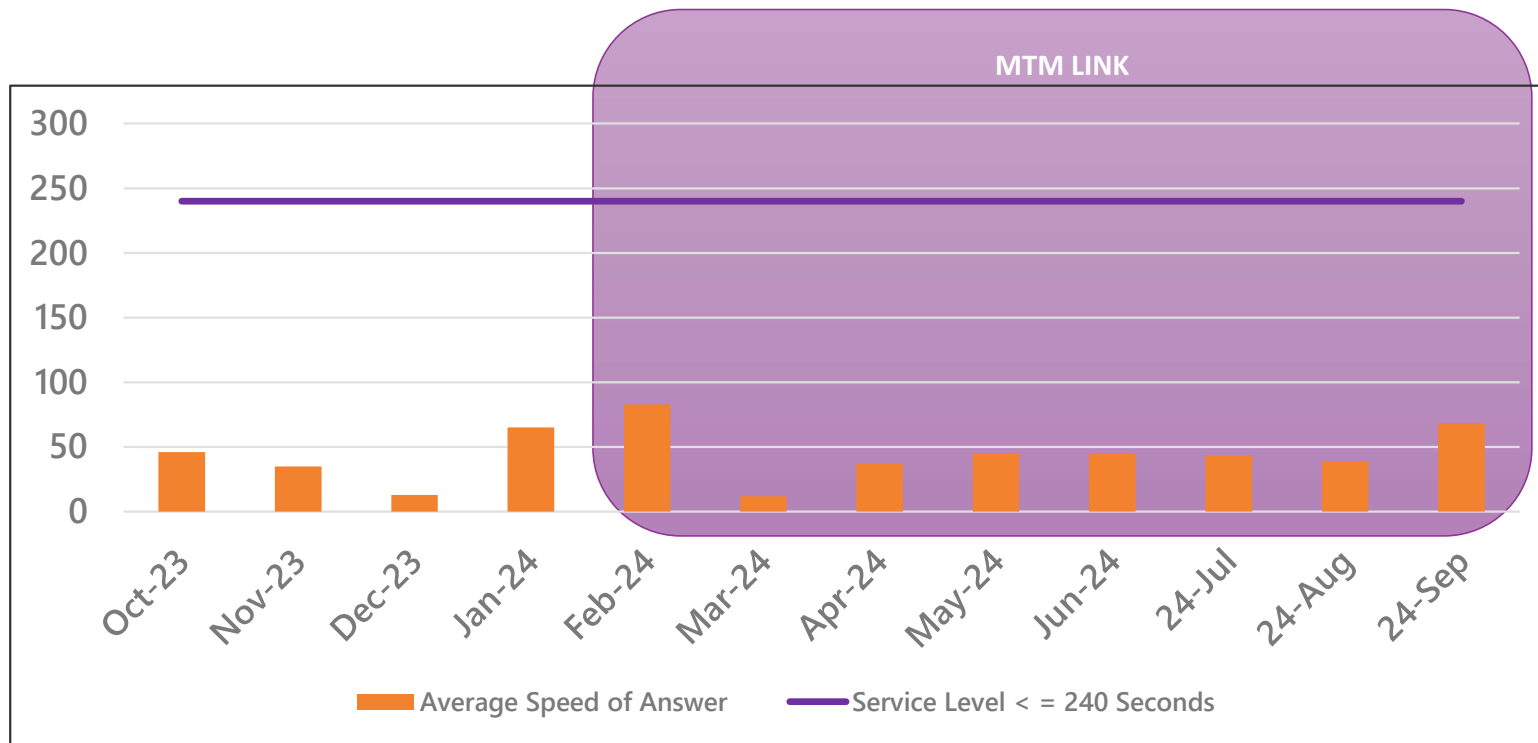
Feb 2024-Sep 2024

■ Claims Via App ■ Claims Via Trip Log

For MTM LINK Mobile App technical assistance, please call: 888-597-1189

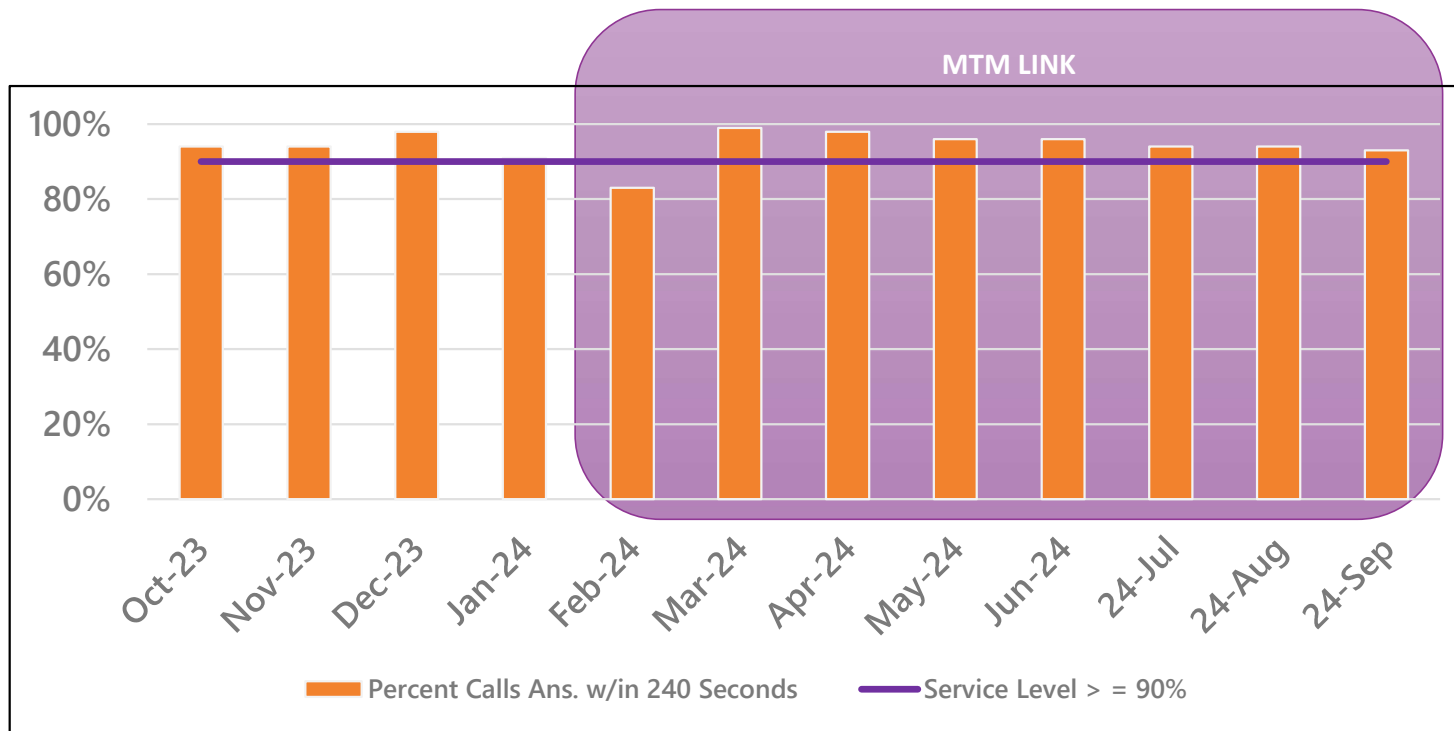


Call Center: Average Speed to Answer in Seconds



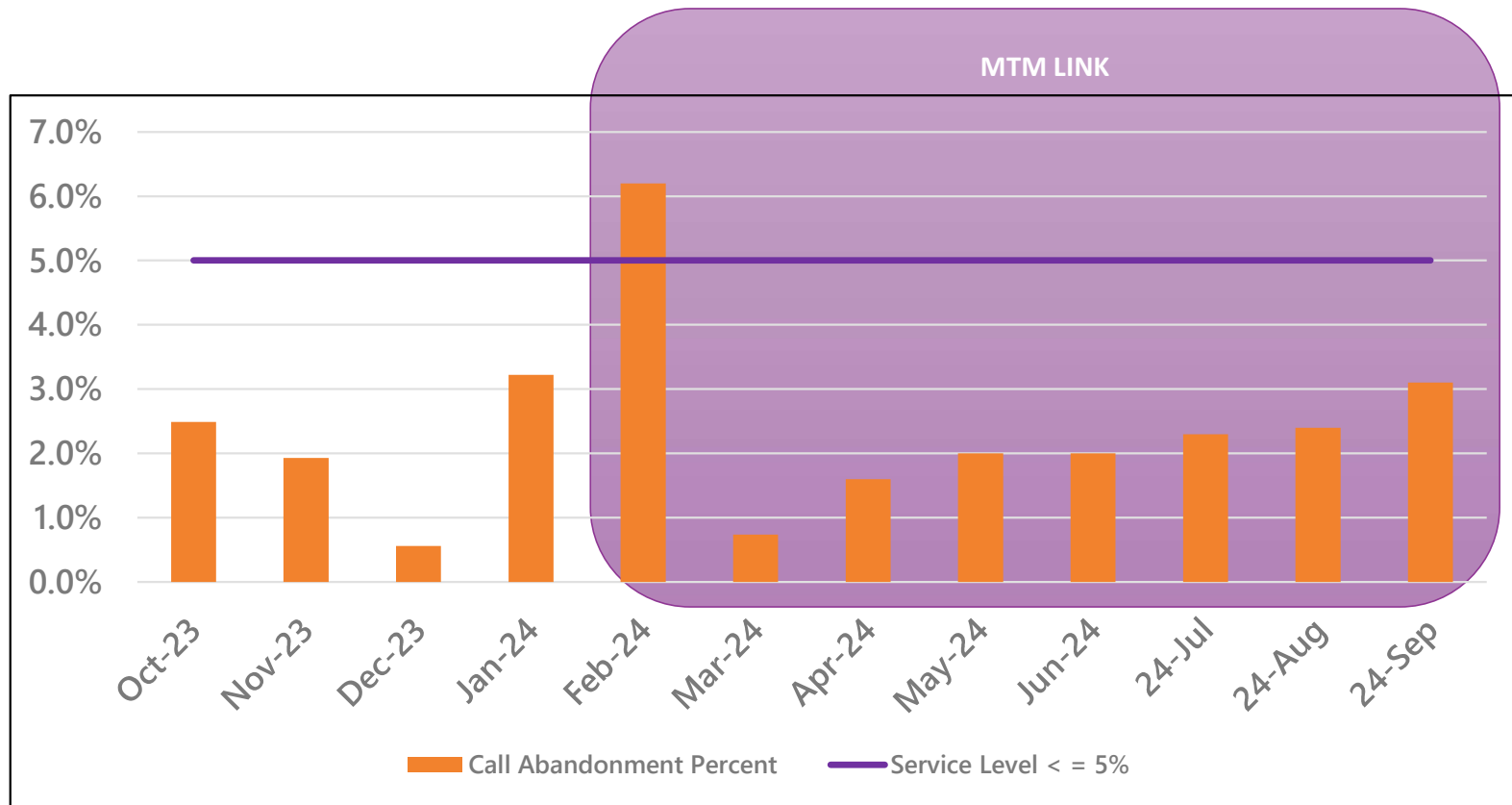


Call Center: Average Speed to Answer in Seconds



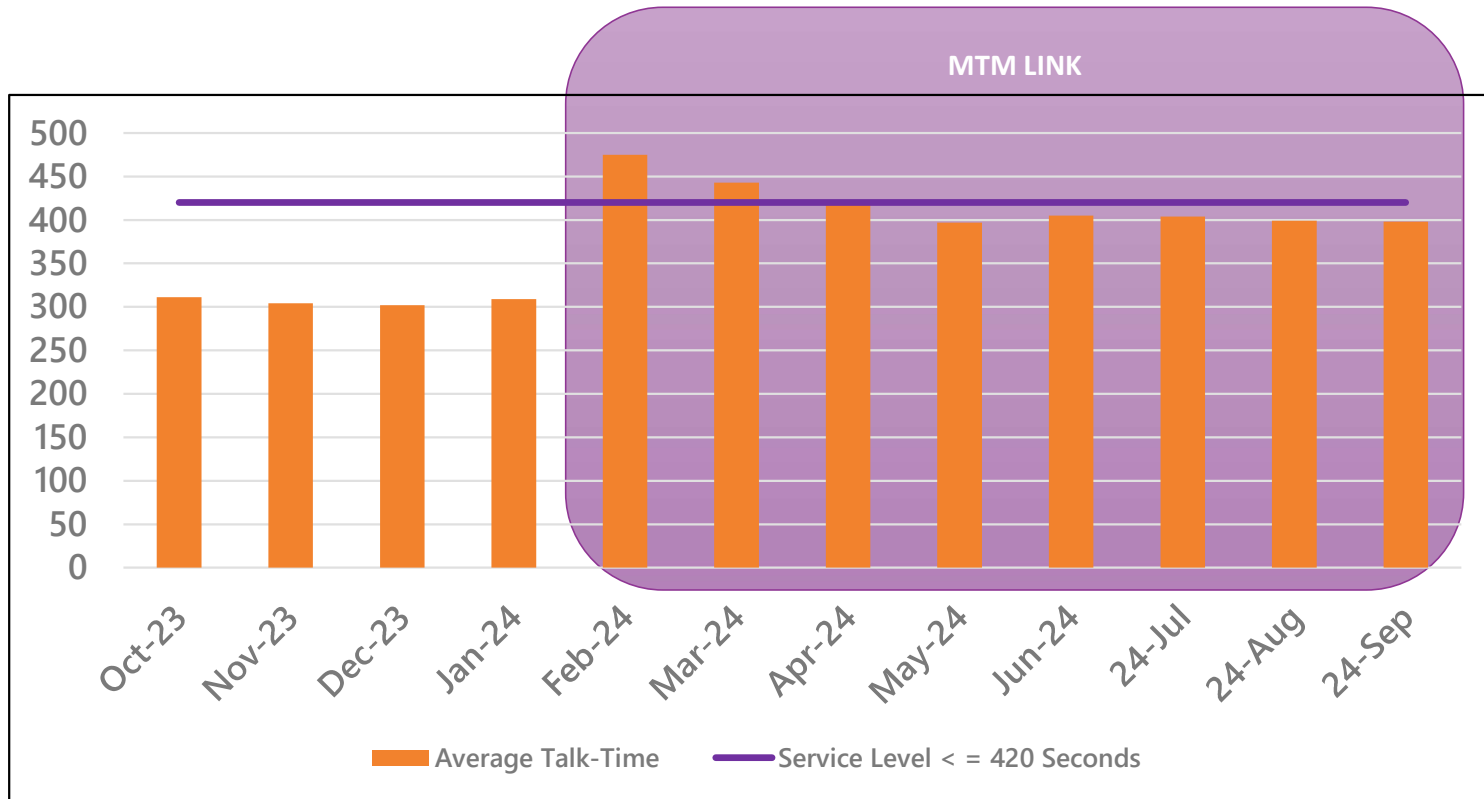


Call Center Service: Call Abandon Percent





Call Center Service: Talk-Time SLA





MTM Program Update

Feedback and Questions



Appendix



Sept 5th TAC Follow Up

Member Survey

TAC Suggestion: Review MTM's call center survey questions and update language using consistent terminology.

- The survey has been updated to use the term "agent" in all questions.

TAC Question: Does MTM look for patterns (location, agent, transportation provider) within the Rate My Ride survey results when 'very dissatisfied' is selected?

- Yes. Though survey results are available at the State level, MTM does review the individual results for operational patterns. MTM uses that information to take corrective action and improve service.



Sept 5th TAC Follow Up Continued

Quality Assurance

TAC Question: Who investigates complaints and what is the process?

- MTM has a group of Quality Assurance Agents that investigate and work to resolve all complaints. That process can include listening to recorded calls, obtaining statements from drivers and members, GPS tracking data, conducting vehicle inspections, and more.

Trip Status (Turnback / Cancelled)

TAC Question: Are trips that were cancelled by a member classified separately from unsuccessful trips?

- Yes, MTM does not combine cancelled trips with unsuccessful trips. They are recorded separately.

TAC Question: Does a provider turnback cancel the member's trip if it occurs on short notice?

- No, turnbacks do not cancel a member's trip, if they occur on short notice.



MTM Link: What Changed?

What didn't change?

- **Call Center phone number**
 - 866-907-1493 (TTY: 711)
- **Staff who operate WI NEMT program**
- **NEMT rules and protocols**
- **Transportation modes**
 - Sedan, bus, wheelchair lift, etc.
- **Transportation companies & drivers**
- **We will continue to accept up-to-date forms with Veyo logo, including:**
 - Level of Need forms
 - Mileage Reimbursement trip logs

What changed?

- **Website Address** (<https://www.mtm-inc.net/wisconsin/>)
 - Veyo website addresses will automatically redirect to the MTM website until February 1, 2025
- **Slight changes to forms and letters**
 - MTM/Veyo co-branding logo: February 1st – April 30, 2024
 - MTM stand-alone logo: May 1st, 2024
- **New MTM Link Facility Portal**
 - For questions or to gain access to the MTM Link Facility Portal contact CO-WI@mtm-inc.net
- **New optional “MTM Link Member” app. Download via App Store or Google Play**
 - Can be used to schedule rides and claim mileage reimbursement
 - Some rides must be scheduled through the call center (e.g., urgent trips)
- **New optional Mileage Reimbursement Method**
 - US Bank Card (debit card)
 - Paper check and direct deposit will continue to be available



MTM Contact Information

Members and Healthcare Providers

- Book Trips or Submit Complaints: 866-907-1493
- Email for Healthcare Providers:
CO-WI@mtm-inc.net

Transportation Providers

Email: providerswi@mtm-inc.net

Website

<https://www.mtm-inc.net/wisconsin/>

Member App

Download the *MTM Link Member App* via Google Play or the App Store



Jas Blue –
Community Outreach

CO-WI@mtm-inc.net



Shelby Turner –
Travel Trainer

sheturner@mtm-inc.net



Que Hatchett –
Member Ombuds

636-674-6386



Jennifer Anderson –
Transp Ombuds

ProvidersWI@mtm-inc.net



Gas Mileage Reimbursement Tips

Step 1: Set up a payee and a payment method.

- A payee is the person the reimbursement goes to. Payees are often members, but not always.
- Payment method is the way a payee is reimbursed. Available payment methods include US Bank Card, ACH (Direct Deposit), and paper check.
- To set up a payee and preferred payment method:
 - Payment by US Bank Card or paper check can be set up through either the mobile app or by a MTM customer service agent.
 - ACH (direct deposit) can be set up through the mobile app or by mailing the following information to:

MTM, Attention: A/P

16 Hawk Ridge Dr.

Lake St. Louis, MO 63367

- **Medical ID**
- **Address**
- **Phone number**
- **Account Type**
- **Voided Check or Bank Letter that includes account number & routing number**





Gas Mileage Reimbursement Tips

Step 2: Schedule your trips. Trips can be scheduled in advance or as late as 11:59 p.m. on the day of the trip.

Step 3: Make sure trip logs are completed in full and that they include the required signatures (both member and healthcare facility staff), or use the MTM Link mobile app "I'm Here" functionality.

Step 4: Completed trip logs can be submitted:

1. Online: <https://www.mtm-inc.net/wisconsin/members/> using a personal computer, mobile-phone, or tablet.
2. Via fax: 1-877-318-1435
3. Via postal mail:
MTM, Attention: Trip Logs
16 Hawk Ridge Dr.
Lake St. Louis, MO 63367



Trip Logs can be found at:
<https://www.mtm-inc.net/wisconsin/members/>



Closing Questions and Feedback

Thank You for Attending!