



MTM | State of Wisconsin Dept. of Health Services

Q3 2024 | September 5, 2024

Agenda

Q3 2024 Program Overview

Highlighted Discussion Topics

- Member Survey
 - Call Center Survey
 - Rate My Ride Survey
- NEMT Benefit Awareness
 - Education Training and Outreach

Operations Review

- Quality Assurance, Complaints
- Unsuccessful Trips
- Network Management
- Gas Mileage Reimbursement
- Call Center

Appendix



Q3 2024 Quick Stats



Highlighted Discussion Topics





Highlighted Topic: Member Surveys

Call Center Survey:

- Members and representatives have the option to take a survey when calling into the call center.
- Before being transferred to an agent, callers will be prompted to opt in to the survey by pressing "1".
- The survey will be presented following the closure of the call.

Rate-My-Ride Survey:

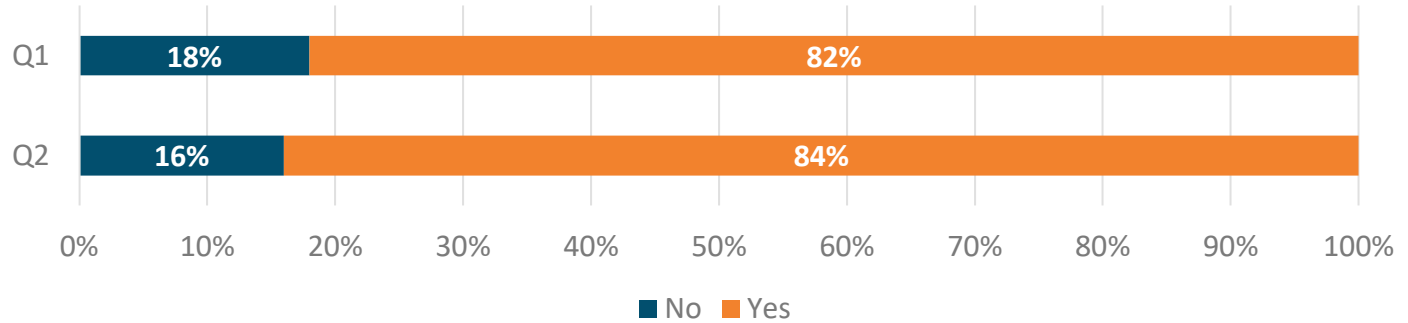
- This is sent to all members with the communication preferences of SMS (text messaging) or push notifications through the MTM Link Member App.
- The survey is sent separately for all trip legs.
- Members may select a "star" rating of 1-5.



Call Center: Customer Satisfaction Survey

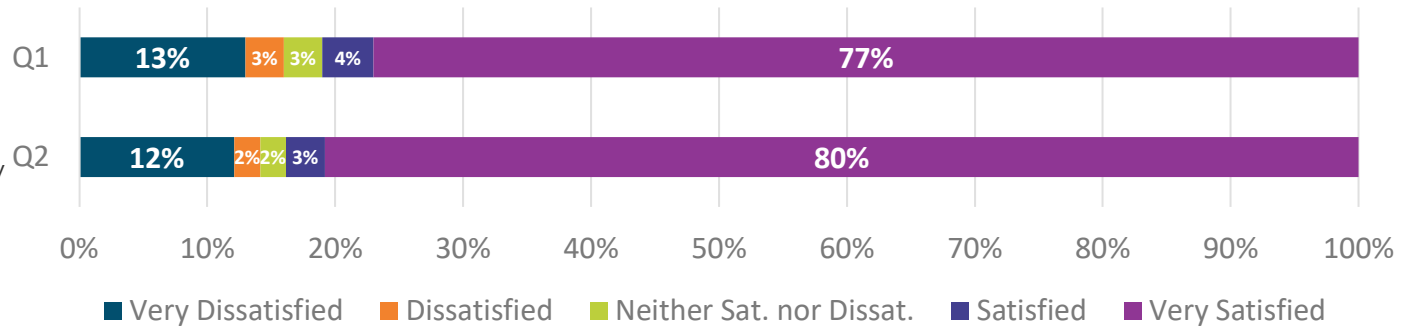
Question 1

- Do you feel the question or problem you called about today has been correctly resolved?



Question 2

- How satisfied were you with our agent's courtesy and professionalism?

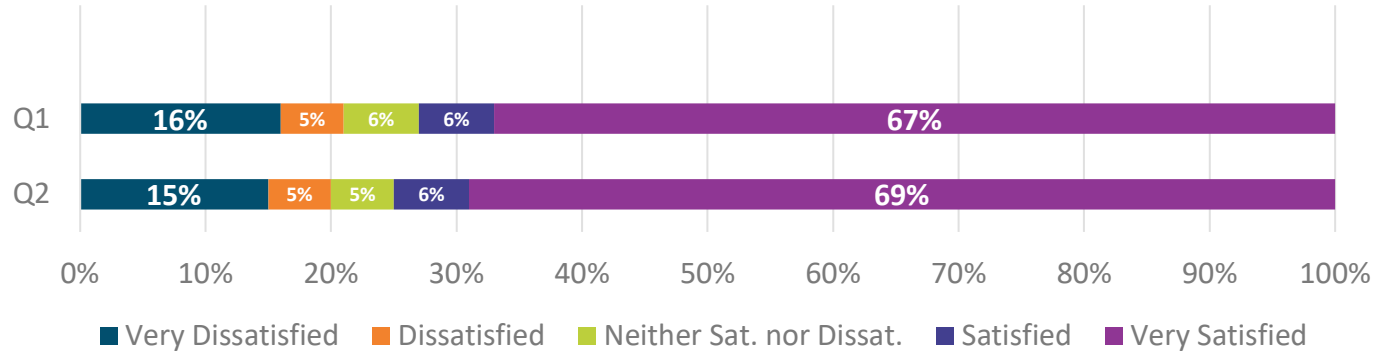




Call Center: Customer Satisfaction Survey

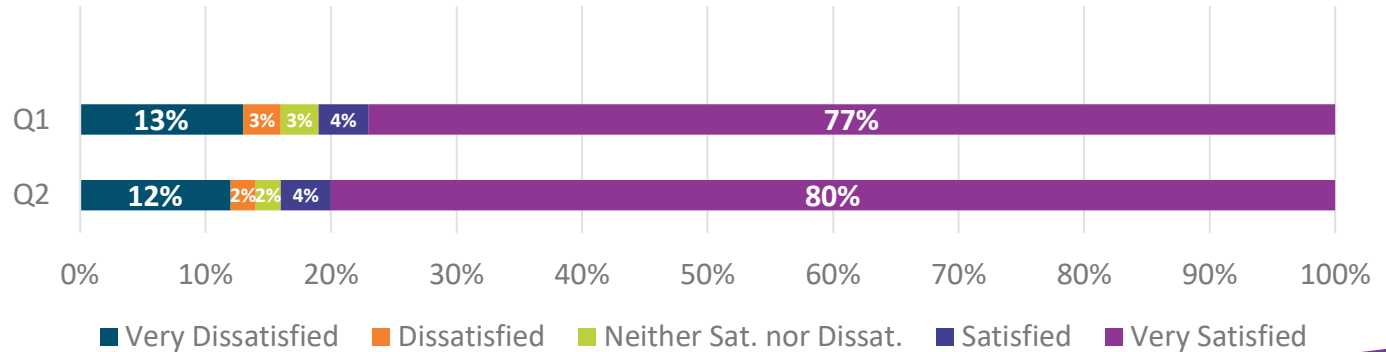
Question 3

- How satisfied were you with the ease of reaching our agent?



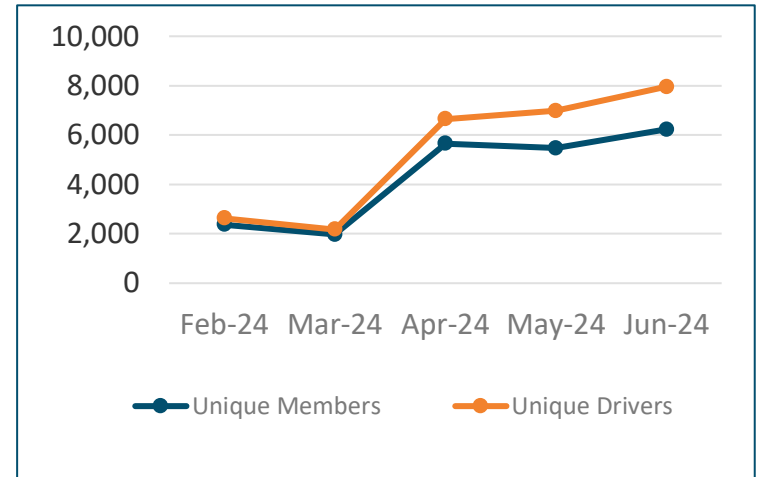
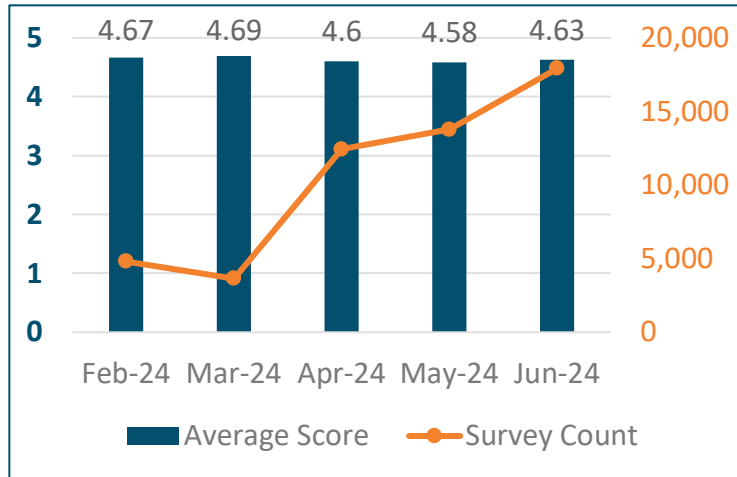
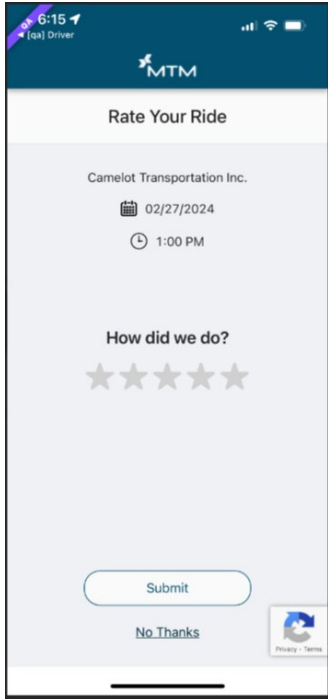
Question 4

- How would you rate the overall services provided by the phone representatives?





Rate My Ride Survey





Discussion Topic: NEMT Awareness

Discussion Question

How can we reach more members who don't know about the NEMT benefit?

MTM Outreach Efforts include:

- Hospital systems
- HMO's
- Non-profit organizations
- Healthcare clinic networks
- Refugee organizations
- Medical specialty associations





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

Highlighted Discussion Topic

Feedback and Questions

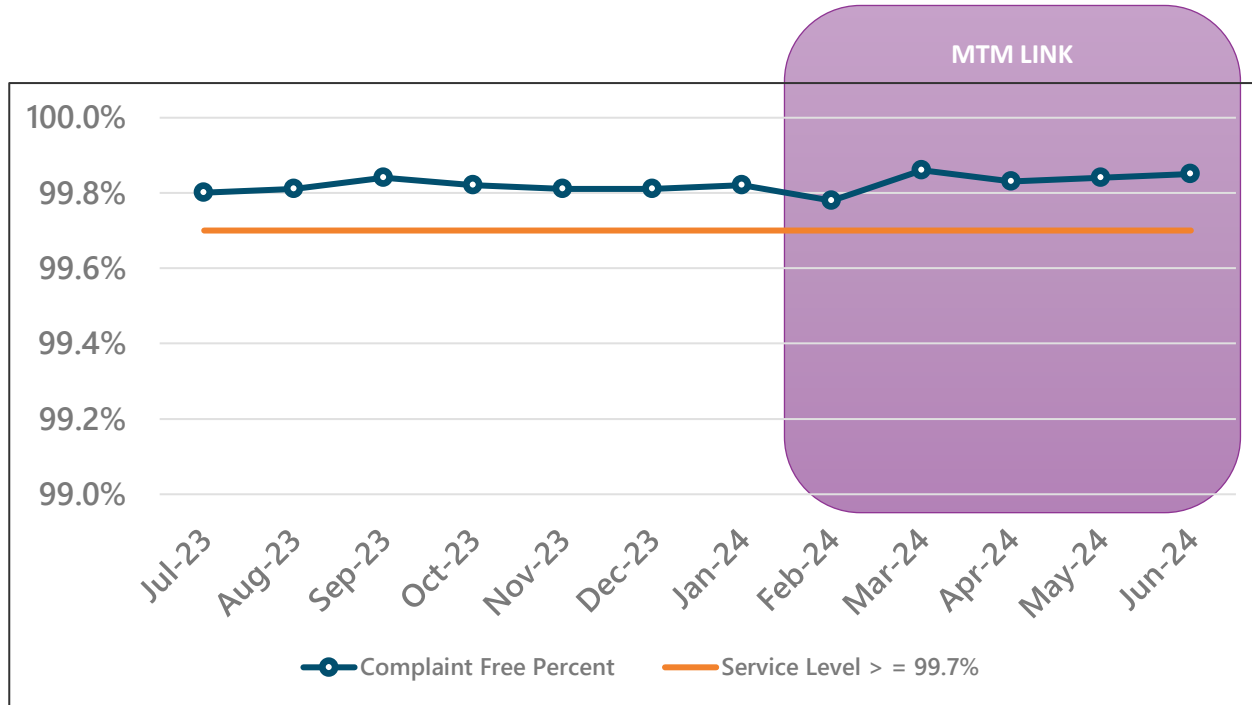


MTM Program Update



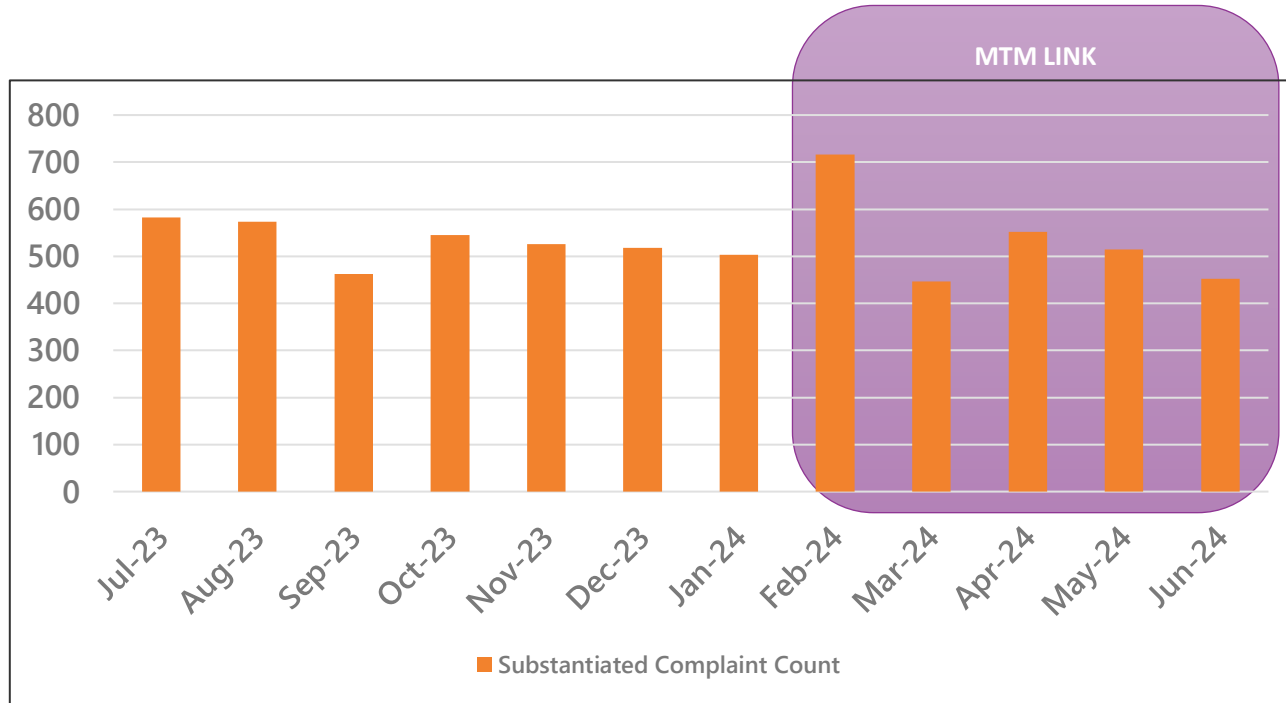


Quality Assurance: Complaint Free Percent





Quality Assurance: Substantiated Complaints





Quality Assurance: Complaint Updates

Notable Q3 Achievements:

- Decrease in transportation provider turnback complaints
- Decrease in unsuccessful trip complaints

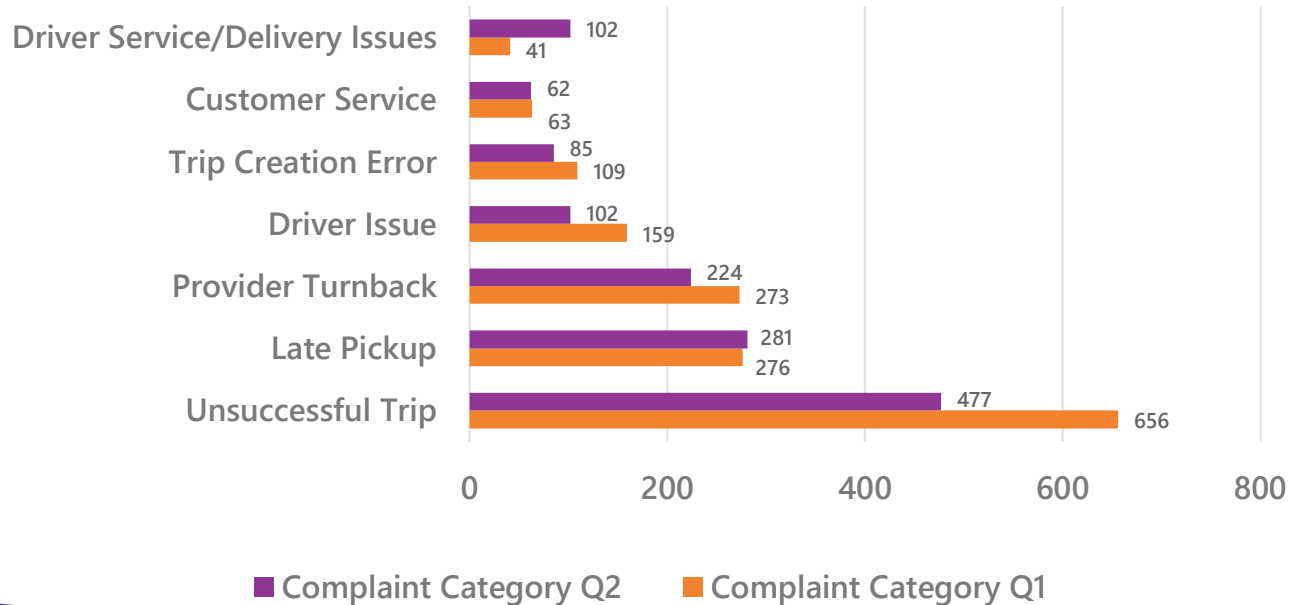
Q3 Focus Area:

- Multi-department effort to reduce Gas Mileage Reimbursement (GMR) complaints
- Continued efforts to reduce turnback complaints



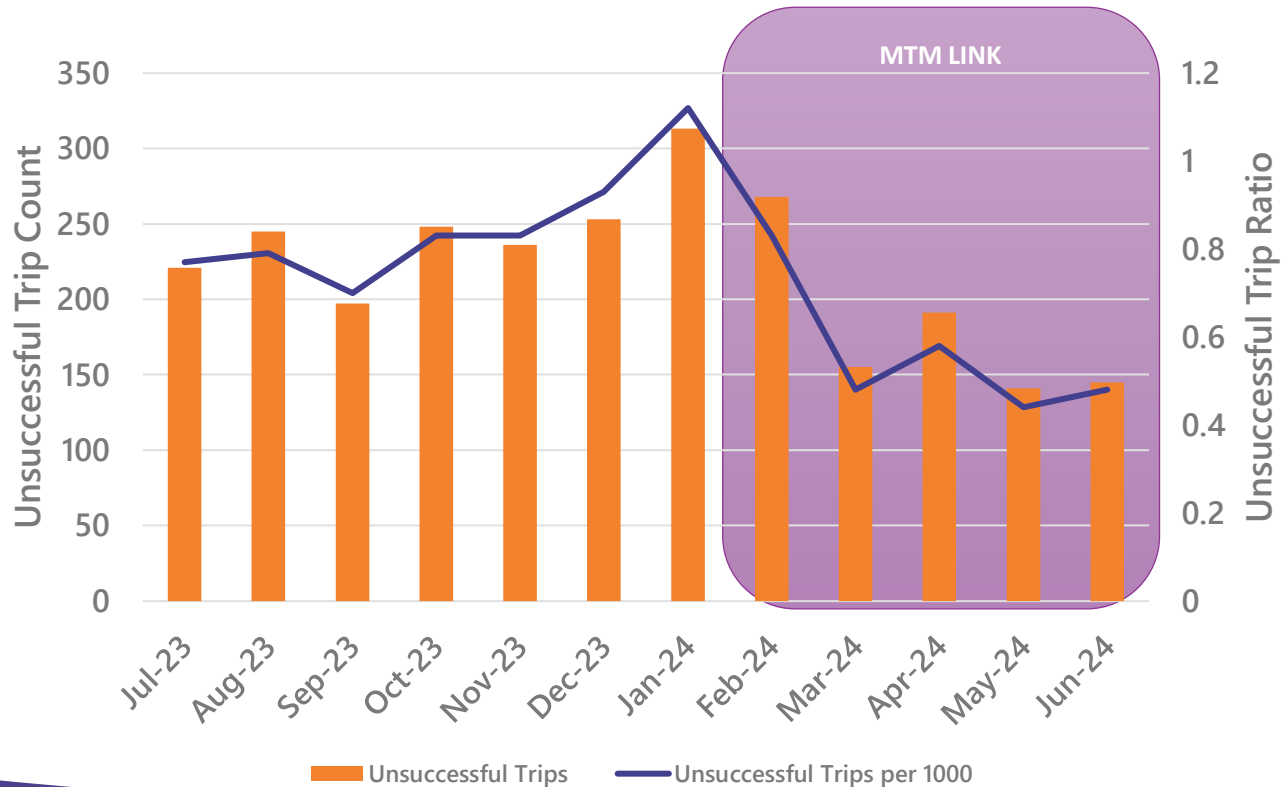
Quality Assurance: Substantiated Complaints by Category

Complaints by Category Comparison



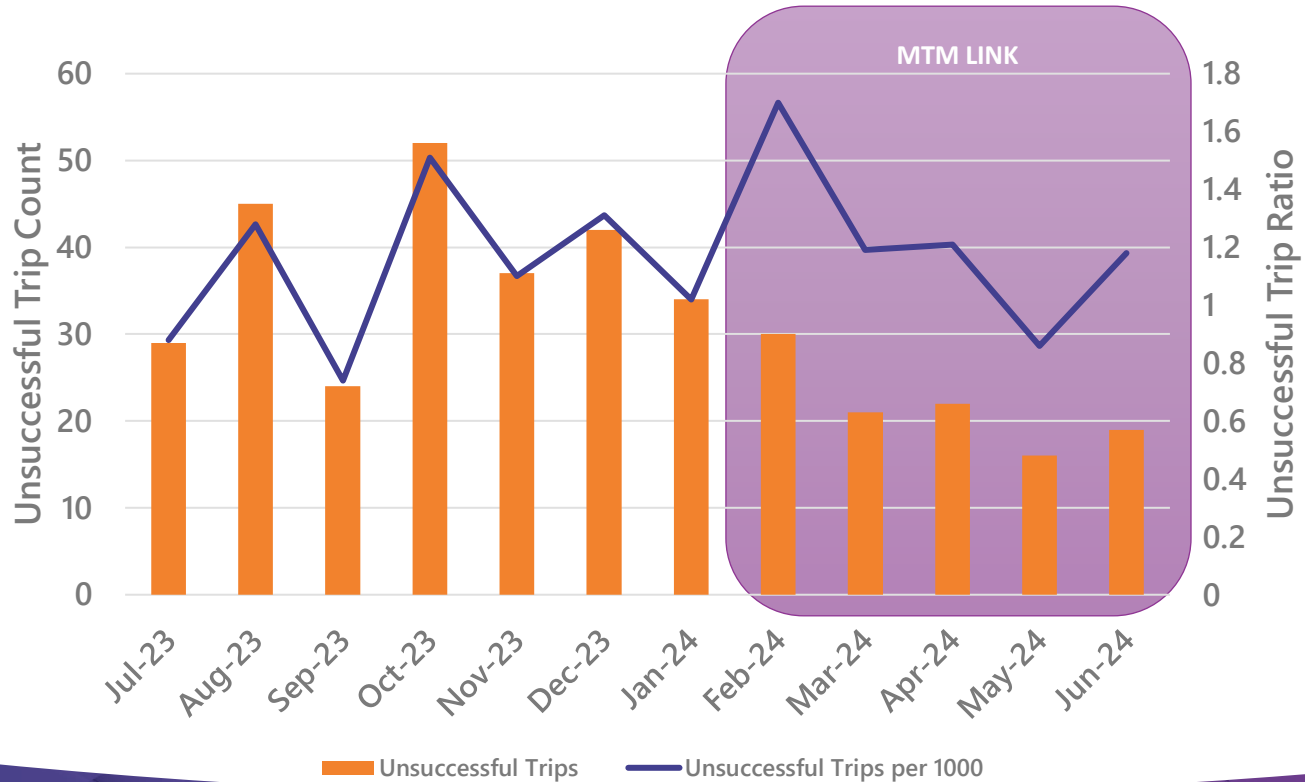


Unsuccessful Trips: Program Level



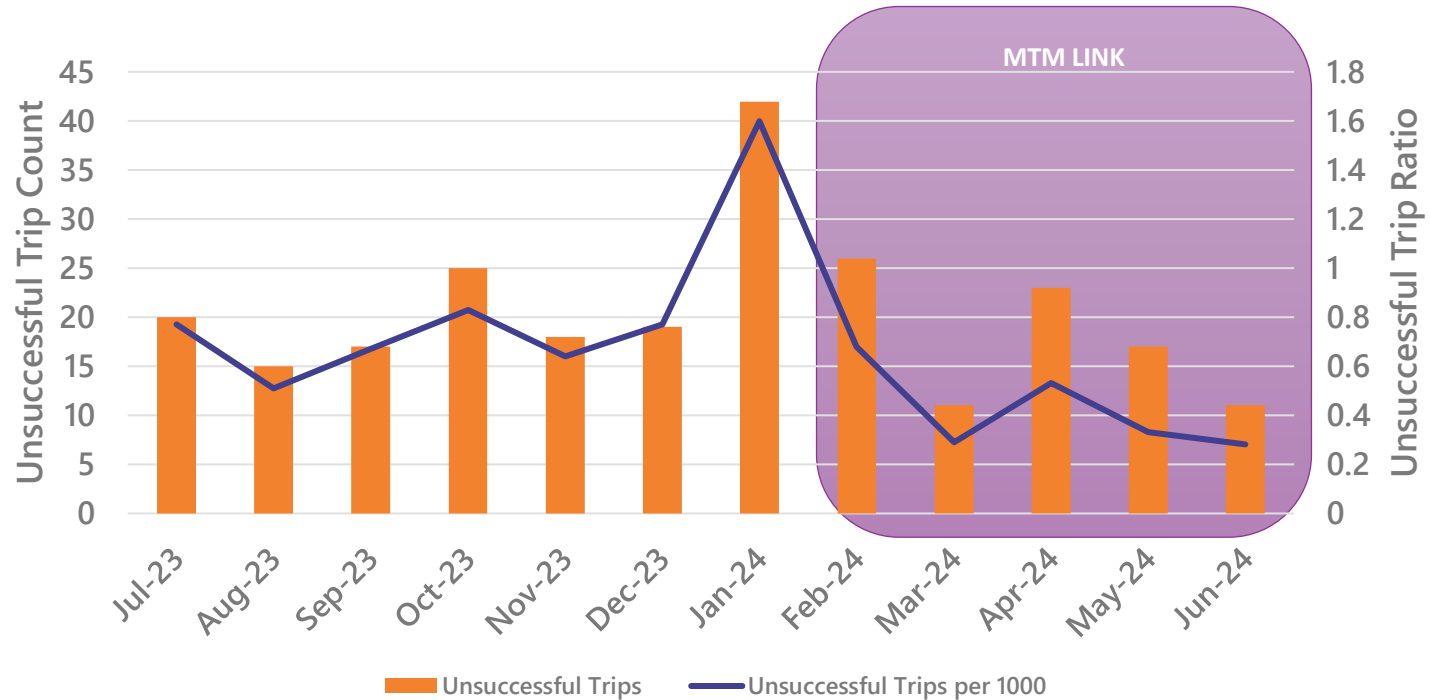


Unsuccessful Trips: Critical Care Trip Level





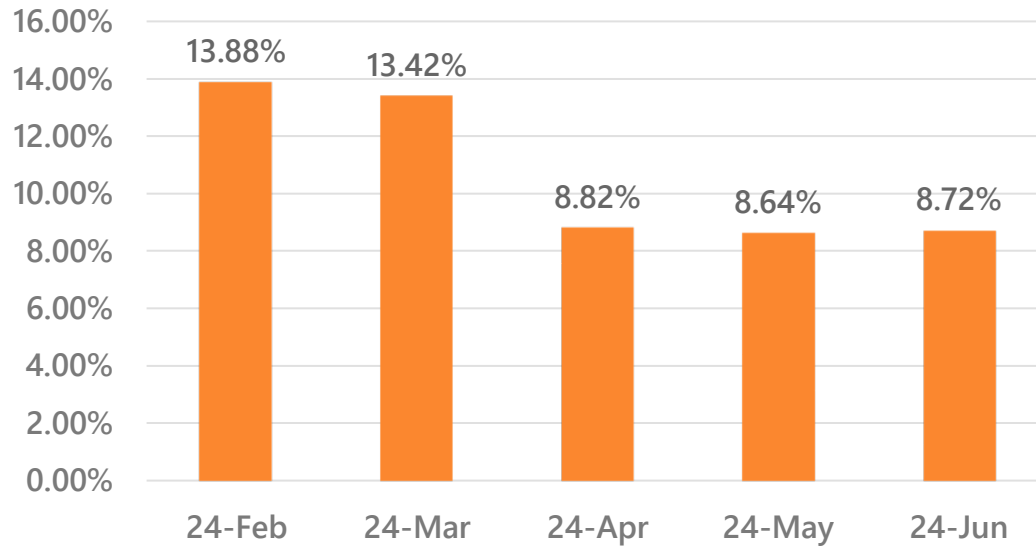
Unsuccessful Trips: Minor Trip Level





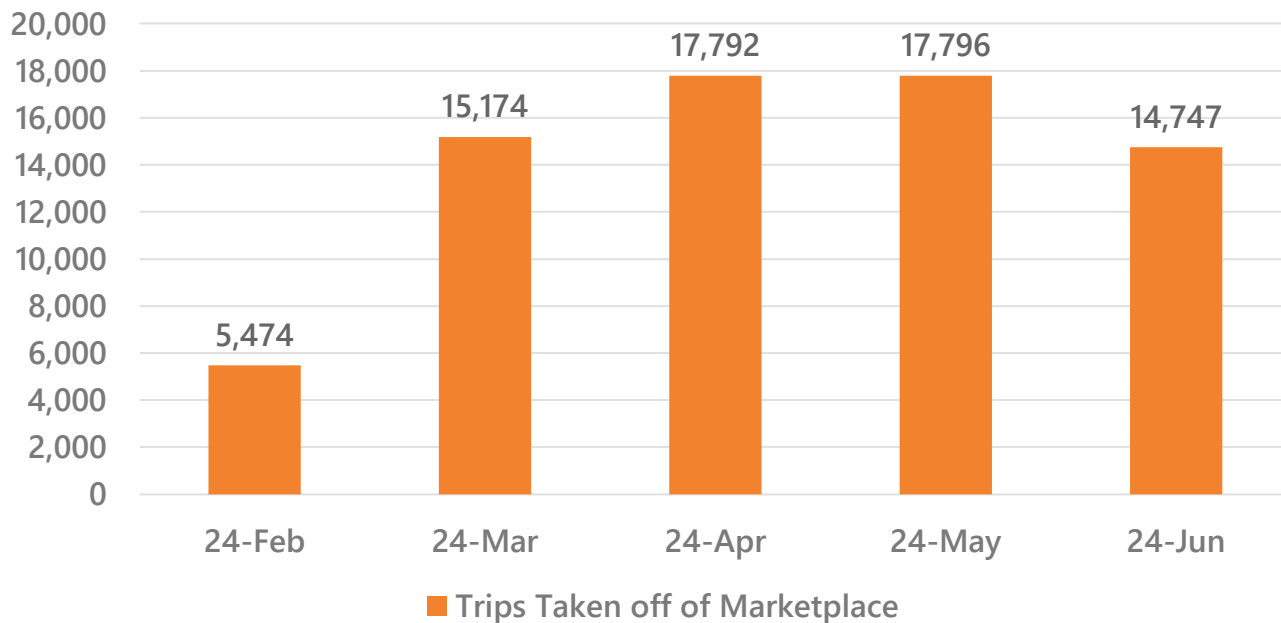
Transportation Provider Network: Transportation Provider Turnbacks

Statewide Turnback Percentage





Transportation Provider Network: Marketplace





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. Payment methods are US Bank Card, ACH (Direct Deposit), and paper check.
- To set up a payee:
 - US Bank Card or paper check can be set up through either the mobile app or by a contact center agent.
 - ACH (direct deposit) can be set up through the mobile app or through mailing in 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 on the same day as the trip before 11:59 p.m.

Step 3: Fully complete trip logs including both signatures (healthcare facility and member) OR use the MTM Link mobile app "I'm Here" functionality.

Step 4: Members can submit trip logs:

1. Online: <https://www.mtm-inc.net/wisconsin/members/>
2. Via fax: 1-877-318-1435
3. Via postal mail:

MTM, Attention: Trip Logs

16 Hawk Ridge Dr.

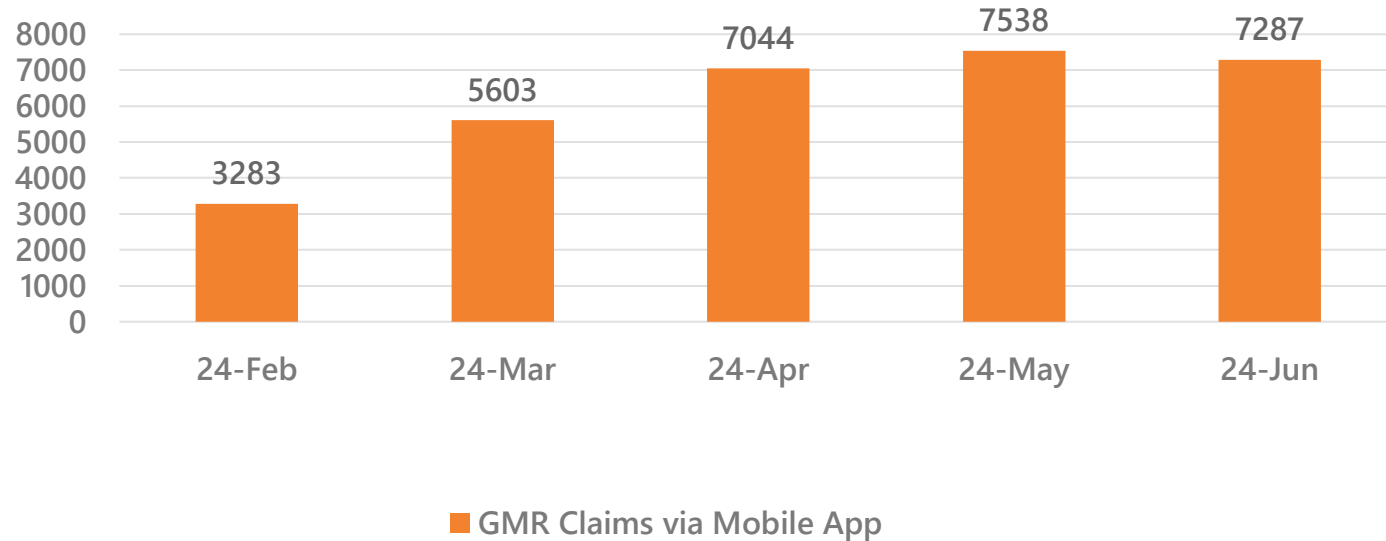
Lake St. Louis, MO 63367



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



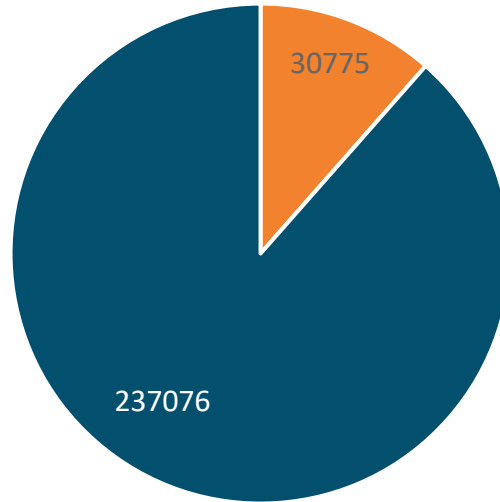
MTM Link: Member App Usage



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



MTM Link: Member App Usage

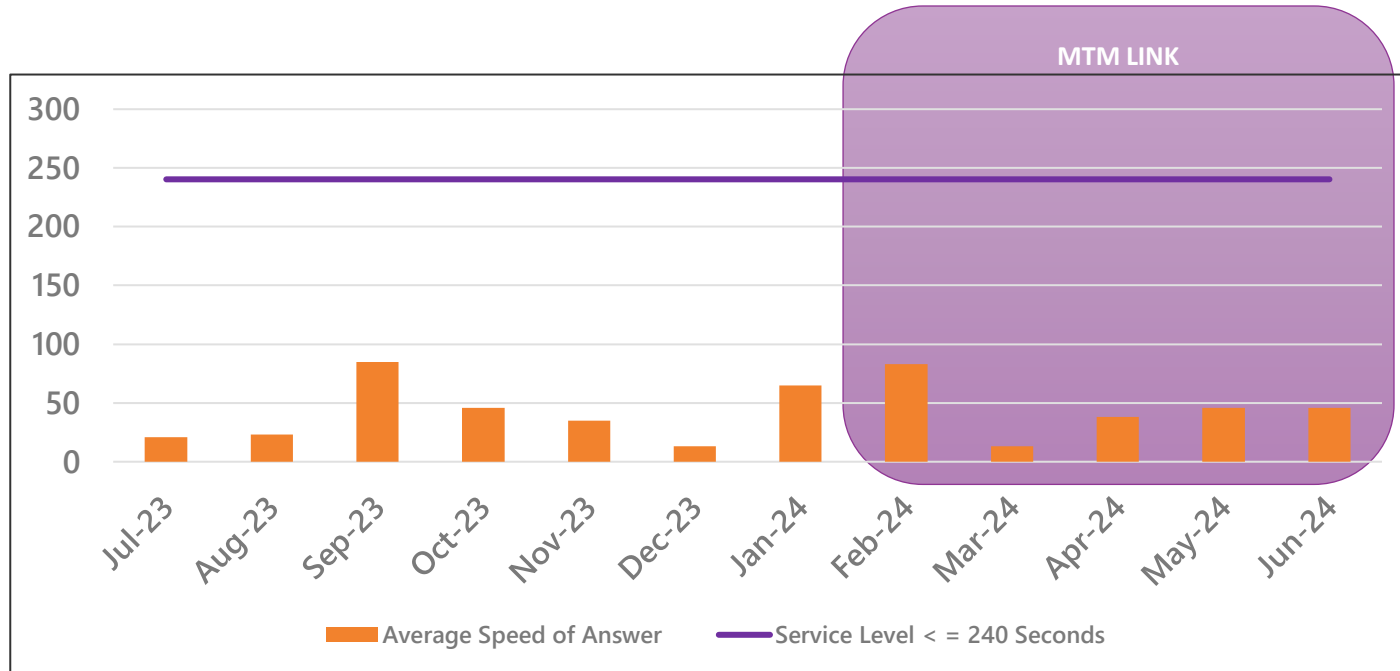


■ Claims Via App ■ Claims Via Trip Log

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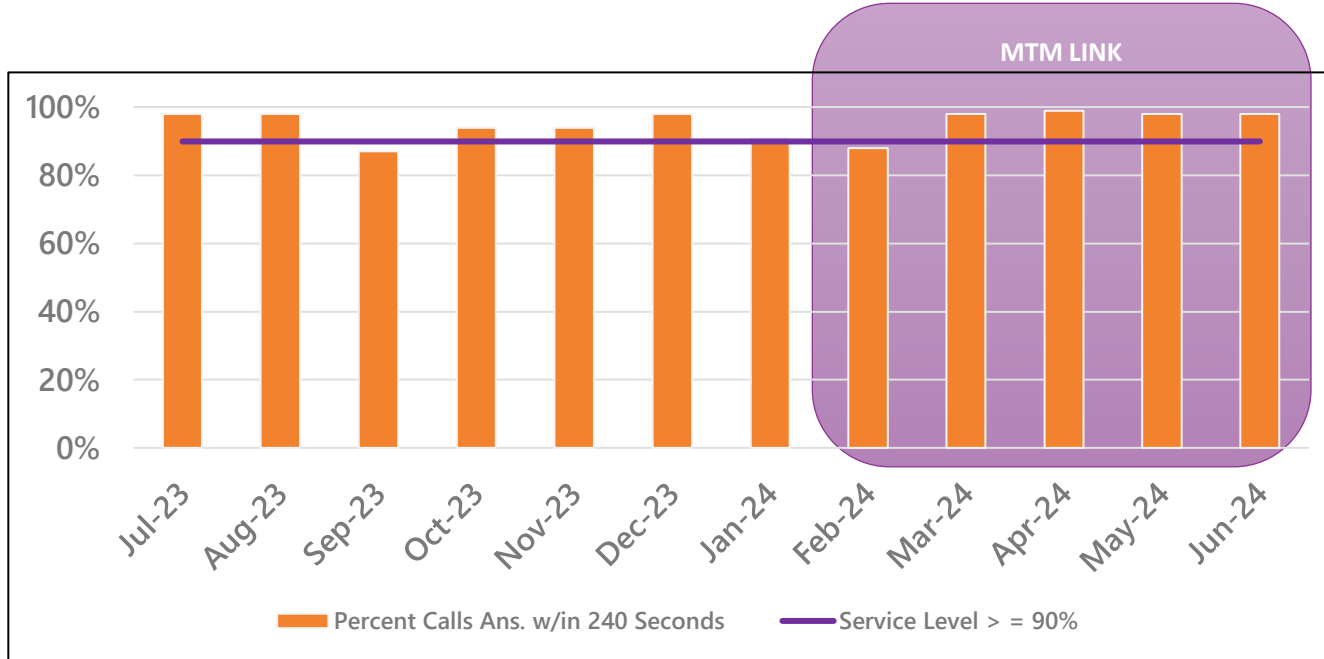


Call Center: Average Speed of Answer



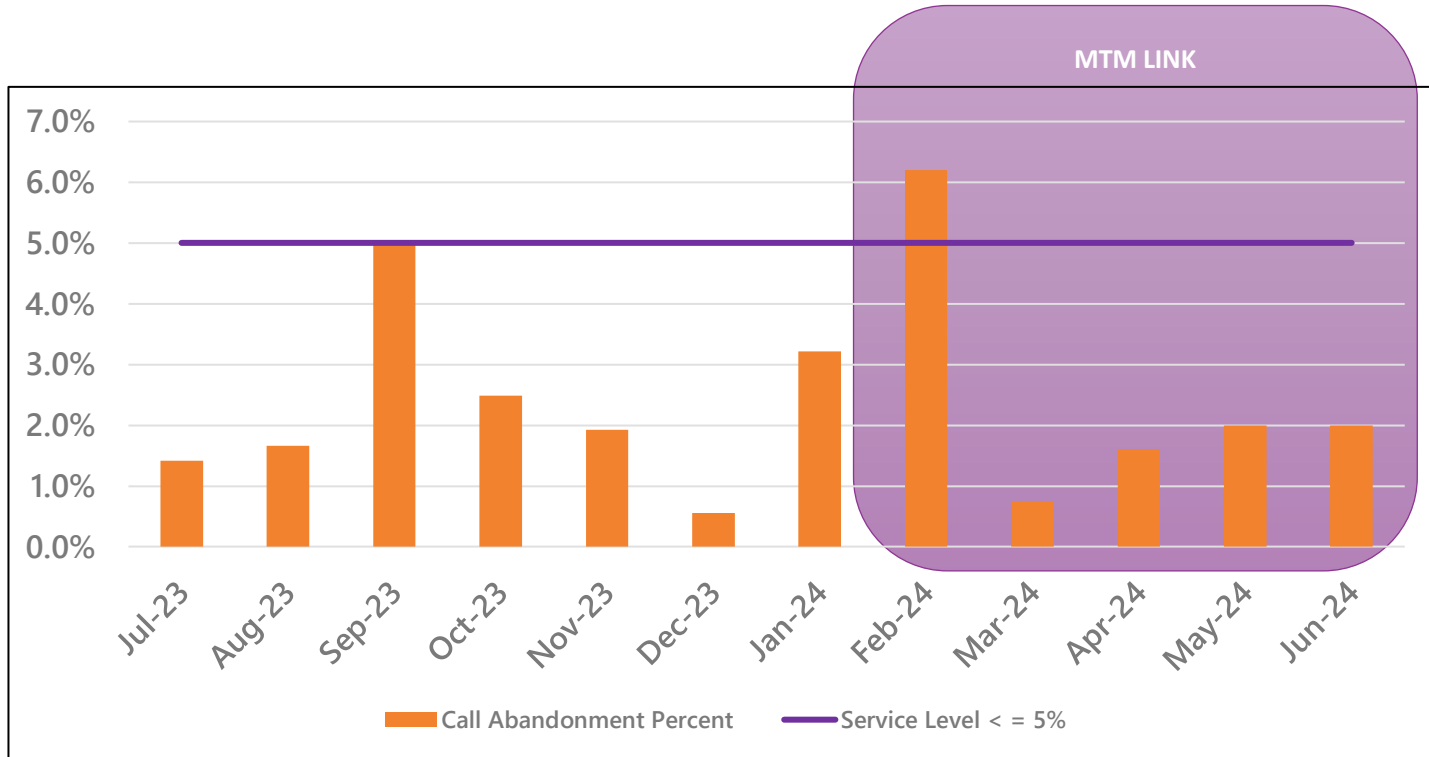


Call Center Service: Speed to Answer



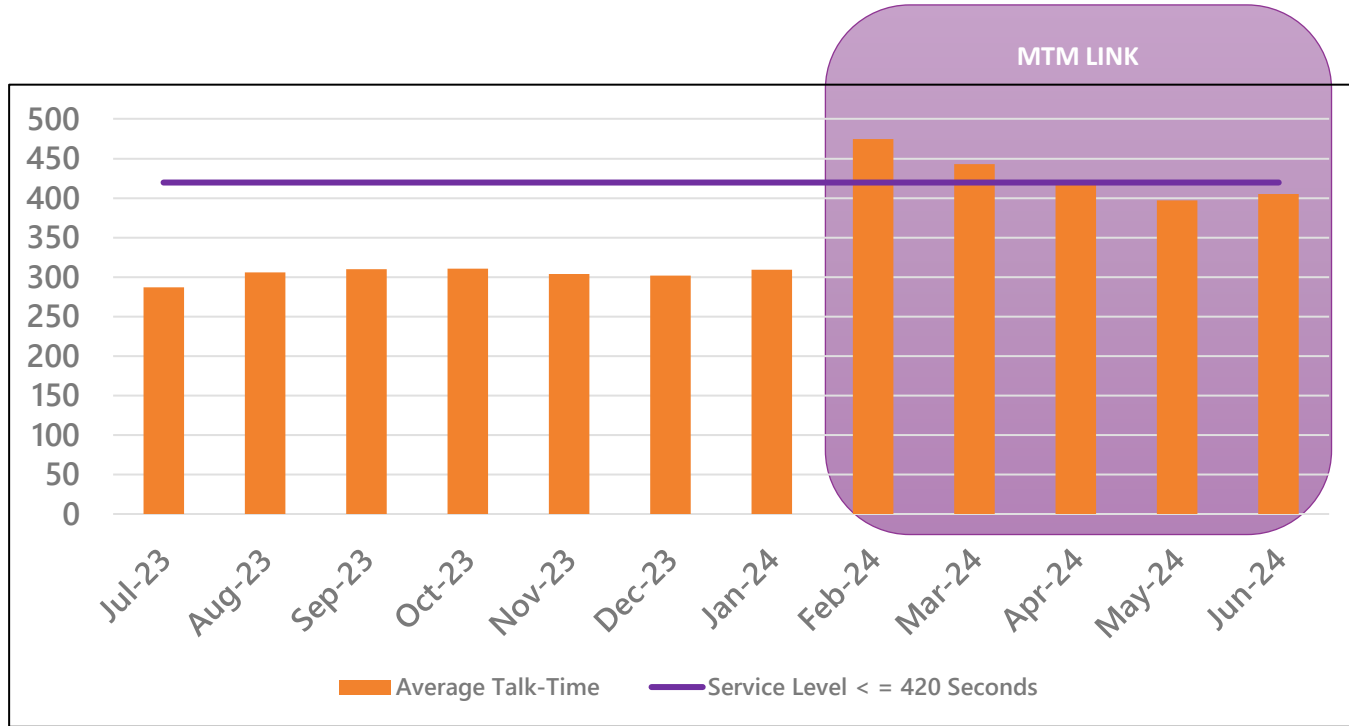


Call Center Service: Call Abandon Percent





Call Center Service: Talk-Time SLA



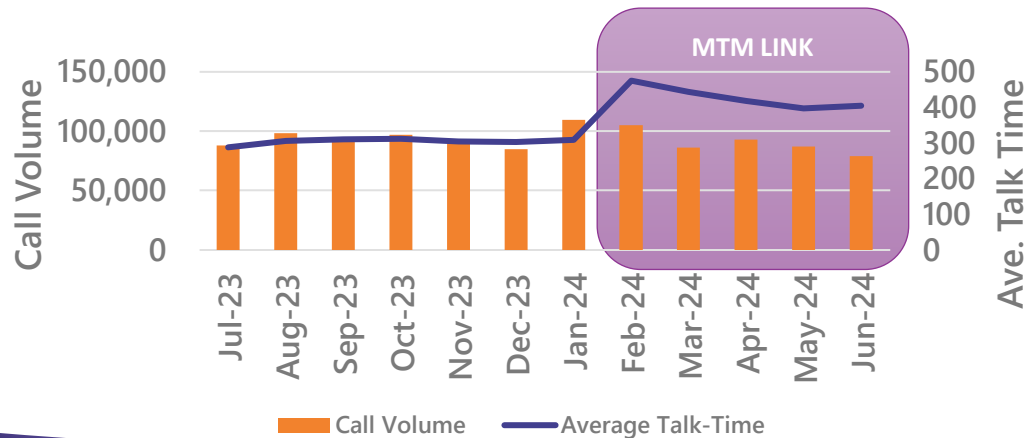


Call Center: First Call Resolution

Call Center Focus - First Call Resolution

MTM's call center is working to make member calls more effective.

- Call center agents have greater access to data and information.
- Agents are using this information to address member questions and needs during the initial call.
- Success with this initiative is measured by decreased call volume compared to any increase in call talk-time (length of call, in seconds).



MTM Program Update

Feedback and Questions



Appendix





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



Que Hatchett – Member Ombuds

636-674-6386



**Jennifer Anderson –
Transportation Ombuds**

608-716-5619

ProvidersWI@mtm-inc.net

Closing Questions and Feedback

Thank You for Attending!