

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

Wisconsin Department of Health Services
Virtual Meeting
Thursday, December 5, 2024
10:30 a.m. – 12:30 p.m.

Agenda:

- I. Welcome and Roll Call - Maddie Valent, Section Manager, Bureau of Benefits Policy (BBP), Division of Medicaid Services (DMS), welcomed the group and gave an overview of the agenda. Erran Daniels, Communications Specialist (DHS), took attendance electronically.
- II. MTM Closing the Loop – This is a newly added section. Adam Thomas, Program Director (MTM), answered questions and shared results from action items presented at the previous meeting. There was a demonstration on how the Ride Sharing App looks from the driver and member’s view and responded to other action items from the previous meeting.
- III. Highlighted Discussion Topic - Adam Thomas, led a discussion around two topics.
 - Electronic Forms / Trip Log Submission –reviewed electronic forms and shared how to use for easier submission of forms and answered questions along the way.
 - Member Reimbursement Process Improvement: Gas Mileage Reimbursement (GMR) and Meals and Lodging (M&L) – reviewed the process of submitting requests for reimbursements, why denials occur, how to confirm receipt of reimbursement, and how to appeal a denial.
 - Winter Weather Preparation and End-of-Year Holiday Planning – provided updates on MTM’s plans for providing trips during exceptional moments like extreme weather, drivers using vacation, and Holiday breaks.
- IV. MTM Operations Update - Adam Thomas, gave an overview of Quarter 3, 2024 trends and focus areas for Quarter 4, 2025.
 - Quarter 3 2024 Trends – There is an increase in GMR Member App Usage and a decrease in complaints.
 - Quarter 4 2024 Focus Areas – There will be an effort to prepare for winter weather and Holiday schedules. Also, there will be an effort to preventing unsuccessful trips from increasing.
- V. Adjournment