

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

Wisconsin Department of Health Services
Virtual Meeting
Thursday, March 6, 2025
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. Jim Dashiell, NEMT Contract Monitor (DHS), took attendance electronically.
- II. MTM Closing the Loop – Adam Thomas, Program Director (MTM), introduced two new informational guides pertaining to scheduling rides and Gas Mileage Reimbursement (GMR). The guides are in final draft review stages and will be released in April 2025. MTM will be demonstrating the MTM Link Member App and the MTM Link Facility Portal at the June 5, 2025 TAC meeting.
- III. MTM 2024 Year in Review - Adam Thomas, gave an overview of MTM NEMT operations in 2024, including total trips, call center performance, complaint rates, unsuccessful trip rates, MTM Link App usage, and improvements to the transportation network
- IV. Highlighted Discussion Topics - Adam Thomas, led a discussion around two topics:
 - NEMT Complaint Process –reviewed why and how to file NEMT-related complaints with MTM, ForwardHealth, and DHS. The discussion included the complaint investigation, corrective action, and member communication processes. There was also a brief discussion on filing fair hearings when you disagree with decisions.
 - GMR – provided updates on MTM’s new outreach process to contact members when there are concerns with submitted trip logs. The discussion included addressing common errors like altered dates, missing signatures, and submission prior to appointment.
- V. Adjournment