

**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 16, 2021  
10:00 a.m.–12:30 p.m.

- I. Welcome and Introductions – Autumn Knudtson, DHS Director for Bureau of Benefits Management, welcomed the group and went over the agenda. Each committee member present on the call provided a brief introduction.
- II. NEMT Manager Transition – Autumn Knudtson, DHS Director for Bureau of Benefits Management, gave a high level overview of the transition timeline between start of RFP in August 2019 through full transition of November 1, 2021. Including future NEMT and stakeholder meetings.
- III. Veyo Operations Overview Presentation –
  - David Gibson, Veyo Vice President of Operations, provided a company overview
  - Roopa Nimmagadda, Veyo Product Manager, presented on Veyo’s Technical features such as SMS Capabilities, Member and Rideview Portals
  - Beau Johnson, Veyo Contact Center Manager, reviewed fundamental Call Center processes such as the Interactive Voice Response (IVR), Form Management, Booking Process and the process for an Independent review
  - Lonnie Barton, Veyo Assistant General Manager, shared details on Veyo’s Network Build, Credentialing and Training and Provider Accountability
  - Hunter Griendling, Veyo Quality Assurance Manager, provide an overview of Veyo’s Quality Assurance Program
- IV. Communications – Lisa Strawn, DMS Communications Manager, provider an overview of the topics included in the five member facing FAQ Sheets. Topics include:
  - How to schedule a ride
  - Rules for free rides
  - How to file a complaint
  - How to get paid for meals and overnight stays
  - Job aides to complete tasks
- V. Open Discussion and Feedback – Throughout the meeting DHS collected comments, questions and concerns from the TAC. Open discussion to collect any remaining comments and provide any needed clarifications. Feedback will be used to inform the transportation manager transition. Discussion and feedback themes included transportation manager exchange of information; transition oversight; service improvement feedback; complaints and appeals questions; reimbursement concerns and member safety related suggestions.

VI. Scheduling of next meeting: The following dates were proposed for the next TAC Meeting:

- Tuesday November 9, 2021
- Wednesday November 17, 2021
- Thursday November 18, 2021

A follow-up communication will provide details for the next TAC meeting.