

**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, February 17, 2022
10:30 a.m.–12:30 p.m.

- I. Welcome and Introductions – Autumn Knudtson, Director, Bureau of Benefits Policy (BBP), DMS welcomed the group and initiated roll call of council members. Those present gave a brief introduction or wrote their attendance in the chat.

- II. Highlighted Discussion Topics
 - Tip Pom, NEMT Contract Monitor, BBP, DMS provided insights on NEMT industry trends
 - Adam Thomas, General Manager, Veyo Transportation highlighted two topics of interest for the council’s feedback:
 - Independent Driver Providers (IDP) – how IDPs fit into and support the transportation network, status of IDPs
 - Travel Trainer Program – program intent, open discussion with council. Meeting attendees gave suggestions on travel training resources in the meeting chat

- III. Veyo Operations Update
 - Jonathan Liegeois, Education Training & Outreach Manager, gave an update on training and outreach efforts around the state.
 - Beau Johnson, Contact Center Senior Manager, gave an update on call center operations including call volume, quality assurance measures, and areas for future improvement.
 - Adam Thomas, General Manager, gave an update on the transportation network around the state, a new trip allocation tiering system, and the critical care team.
 - Hunter Griendling, Quality Assurance Director, reviewed the Veyo complaint process and gave an update about complaint rates and resolution.

- IV. Open Discussion and Feedback – Throughout the Veyo presentation, council members were able to ask questions in the chat or during pauses in the presentation. Themes of discussion included:
 - IDP requirements
 - Driver recruitment in rural areas
 - Tiering system for ride allocation
 - Post ride surveys

- V. Scheduling of Next Meeting – The TAC will be moving forward with a regular quarterly schedule. The next meeting will occur in mid-May. Regan Batterman, Communications Specialist, BBP, DMS will send a follow-up email with potential dates.

- VI. Adjournment