

**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
Wednesday, November 17, 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. Program Oversight – Tip Pom, DHS Contract Monitor, provided an update on NEMT program oversight activities; including:
 - Formal notice of corrective action issued to Veyo on November 5th to immediately address excessive call center wait times. Veyo hired 20+ additional call center staff and added overtime.
 - DHS will continue monitoring of call center and provider network performance closely to ensure service levels are acceptable and meets program standards.
- III. Veyo Operations Overview Presentation –
 - Adam Thomas, Veyo General Manager, shared key operating statistics and provided an overview of Veyo’s launch principles
 - Beau Johnson, Veyo Contact Center Manager, presented on Veyo’s Technical features and provided an update on Veyo’s call center operations
 - Jonathan Liegeois, Veyo Facility ETO Manager, shared details of the Education, Training & Outreach Efforts
 - Hunter Griendling, Veyo Quality Assurance Manager, provided an overview of the Complaints Process
- IV. Communications Summary– Lisa Strawn, DMS Communications Manager, provided an overview of the topics included in the five member facing FAQ Sheets. Topics include:
- 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. Discussion and feedback themes included:
 - Call Center Performance Improvement Plan
 - Level of Need Transfer
 - Ride Confirmation Prior to Trip
 - Network Development
 - Network Performance
 - Process for 3rd Party Review
- VI. Scheduling of next meeting: The following dates were proposed for the next TAC Meeting:
 - February 9, 2022
 - February 16, 2022

- February 17, 2022

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