

**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, May 19, 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. Regan Batterman, Communication Specialist, BBP took attendance electronically.

- II. Highlighted Discussion Topics
 - Adam Thomas, General Manager, Veyo Transportation highlighted four topics of interest for the council’s feedback:
 - Same day urgent trips – provided contractual definitions and guidelines for urgent trips, data on how Veyo assigned urgent trips
 - Consistent providers – provided data on keeping members with recurring trips with the same provider
 - Transportation for minors – provided an overview of enhanced requirements for contractors who transport minors
 - Policy updates – provided an update that post authorization period for ambulance providers has been extended

- III. Veyo Operations Update (11:45-12:15)
 - Adam Thomas gave an update on the Critical Care team and the trips they monitor.
 - Erick Schroeder, Quality Assurance Manager, gave an update on the reasons for complaints and data about complaint occurrences and resolutions.
 - 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 improvements in response and hold times, call distributions, and quality assurance measures.
 - Colin Martin, Transportation Provider Network Supervisor, gave an update on the transportation network, including location and types of new providers added.

- IV. Open Discussion and Feedback – Throughout the Veyo presentation, council members were able to ask questions during the presentation. Themes of discussion included:
 - Expanding the Critical Care team
 - Hospital discharges and transportation
 - Consistent providers for members with recurring trips
 - Increased gas mileage reimbursement
 - The level of need process

- V. Adjournment