

**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, July 29, 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 Overview – Shawn Thomas, DHS Policy Analyst for NEMT, provided a level set of what Non-Emergency Medical Transportation (NEMT) is and the policies associated. Included were aspects of eligibility, types of NEMT rides, a medically necessary attendant, and scheduling. Close attention was paid to the history and goals of the NEMT Manager Model. Addressed questions and concerns surrounding the complaints process and Level of Need Process (LON). Many on the call expressed favor in one phone number with call tree.
- III. 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. Addressed questions on how to become a provider and how the August Announcement will be handled.
- IV. Program Improvements – Tip Pom, DHS NEMT Contract Specialist, provided an outline to program enhancements for new transportation Manager, Veyo. These include member experience for trip scheduling, call center, and transportation. Received concerns surrounding phone number, transportation (mileage and reimbursement), and complaints. Also received potential future enhancements to the program.
- V. Communications – Lisa Strawn, DMS Communications Manager, walked the committee through an interactive exercise surrounding the messaging to the NEMT audience. Capturing who we are talking to, the point of it all, and why the audience should care and believe in the messaging. This was in effort to improve upon current branding and messaging, as well as incorporate new ideas when looking at future messaging.
- VI. 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.

VII. Scheduling of next meeting: Thursday, September 16, 2021, via Virtual meeting

VIII. Future Meetings – November 2021 - Tentative