



MTM | State of Wisconsin Dept. of Health Services

Q2 2024 | June 6, 2024

Agenda

Q1 2024 Program Overview

Highlighted Discussion Topics

- Ride Reminders – Communication Methods
- Meals and Lodging Review
- Gas Mileage Reimbursement Review
 - MTM Link mobile app use
- Transportation Signage and Driver Requirements

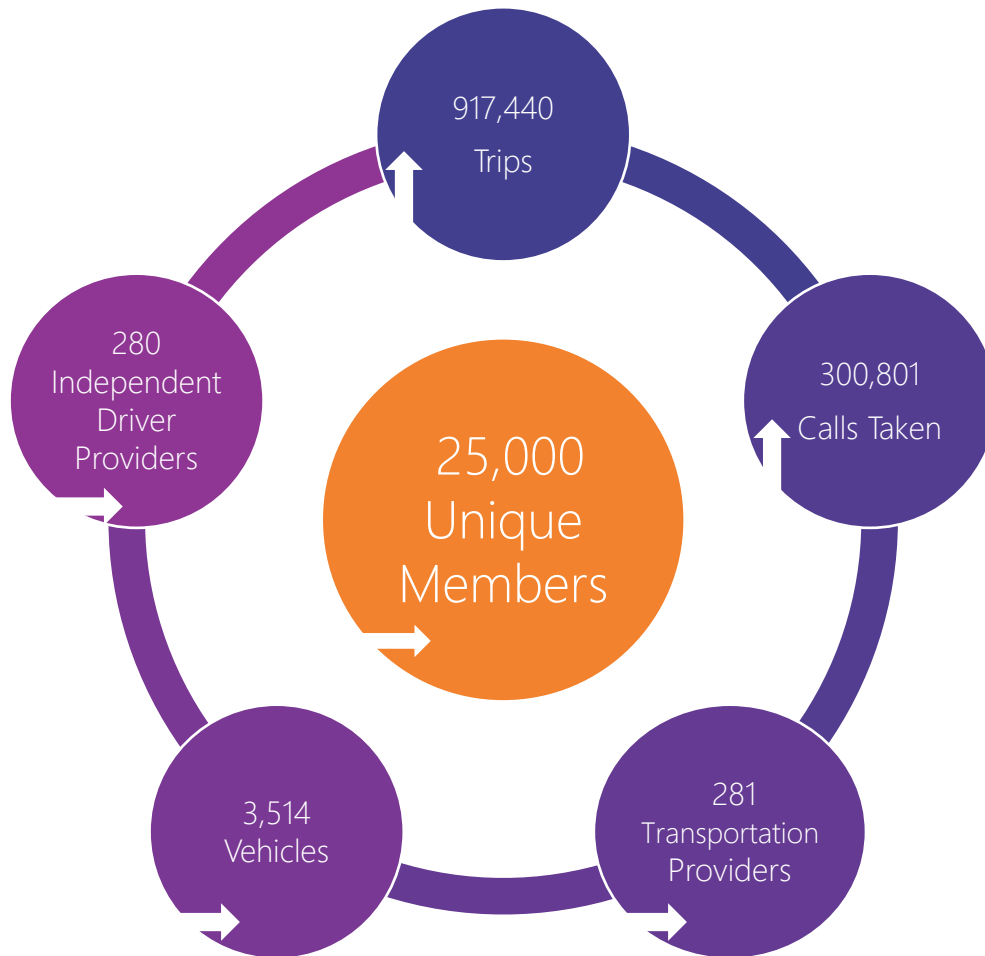
Operations Review

- Quality Assurance, Complaints
- Unsuccessful Trips
- Network Management
- Call Center
- Education Training and Outreach
 - MTM Link Facility Portal

Appendix



Q1 2024 Quick Stats



Highlighted Discussion Topics





Member Communication: Notification Methods and Opting-In

There are three types of communications members can receive:

- **Phone calls.**
- **SMS (text messages).**
- **Push notifications from the MTM Link app.**

Members will only receive one type of notification from MTM. If they have opted into multiple methods of communication, they will be used in this order:

1. Push notifications from the app.
2. SMS (text messages).
3. Phone calls.

Example: Adam has opted into text messages from MTM. The system will only send him text messages; it will not call him.



Member Communication: How to Opt-In

To Opt-In:

- **Phone calls (default)** Members automatically opted in.*
- **SMS (text messages).** Members can opt in for texts from MTM by:
 1. Asking the Interactive Voice Assistant (IVA) when calling the Call Center.
 2. Asking a call center agent during a call.
 3. Using the MTM Link mobile app.
- **Push notifications from the MTM Link app.** Members can enable notifications after downloading the app in the Settings app.



**MTM changed from having members opt-out of notifications to an opt-in model in the fall of 2023.*

MTM is changing back to the opt-out model with an ETA to reset all members to the default phone call setting in Q2 of 2024.

MTM sincerely apologizes for any disruption this change caused.



Member Communication Message Details

Notification Type	Notification Methods	Description	Notes
Ride Reminder	Push Notification SMS Text Phone Call	Reminder of upcoming trip and trip assignment detail	Notification sent 48 and 24 hours before trip
Will Call Ready	Push Notification SMS Text	Notification to the member when a trip is marked as Will Call and has not yet been activated	
Driver on the Way	Push Notification SMS Text	Notification to the member when their driver is en route to their pickup location, with the ETA	
Your Driver is Here	Push Notification SMS Text	Notification to the member when their driver has arrived to their pickup location	
Rate Your Ride	Push Notification SMS Text	Notification prompting the member to rate their most recent ride	After ride is completed
Recurring Trip Expiration	SMS Text Phone Call	Notification to the member when their recurring trip schedule is nearing expiration	Notifications are at 14 days and 7 days before schedule expiration

Default notifications



Meals and Lodging Process

Member contacts MTM to schedule a Meals and Lodging Trip.

Helpful Tips:

- Schedule in advance if possible
- Provide details about healthcare provider
- Include special details (i.e., additional passengers)
- Contact MTM with any special circumstances that are not captured above

Forms can be found at:

<https://www.mtm-inc.net/wisconsin/members/>

MTM submits required forms to healthcare provider for completion.

Required Forms:

- Meals and Lodging Request Form
- Distance Verification Form
- Attendant/Escort Medical Necessity Form

Healthcare provider returns completed forms to MTM.

Helpful Tip:

Encourage your healthcare provider to complete and return the forms as soon as possible

MTM shares accommodation details.

Details Could Include:

- Hotel information
- Meal reimbursement information
- Instructions to obtain a Money Gram for prepaid meals

Please share with



Gas Mileage Reimbursement Tips

Step 1: Set up a **payee** and a **payment method**.

- A payee is the person the reimbursement goes to. Payees are often members, but not always.
- Payment method is the way a payee is reimbursed. Payment methods are US Bank Card, ACH (Direct Deposit), and paper check.
- To set up a payee:
 - US Bank Card or paper check can be set up through either the mobile app or by a contact center agent.
 - ACH (direct deposit) can be set up through the mobile app or through mailing in the following information to:

MTM, Attention: A/P

16 Hawk Ridge Dr.

Lake St. Louis, MO 63367

- Medical ID
- Address
- Phone number
- Account Type
- Voided Check or Bank Letter that includes account number & routing number





Gas Mileage Reimbursement Tips

Step 2: Schedule your trips. Trips can be scheduled in advance or on the same day as the trip before 11:59 p.m.

Step 3: Fully complete trip logs including both signatures (healthcare facility and member) OR use the MTM Link

mobile app "I'm Here" functionality.

Step 4: Members can submit trip logs:

1. Online: <https://www.mtm-inc.net/wisconsin/members/>
2. Via fax: 1-877-318-1435
3. Via postal mail:

MTM, Attention: Trip Logs

16 Hawk Ridge Dr.

Lake St. Louis, MO 63367



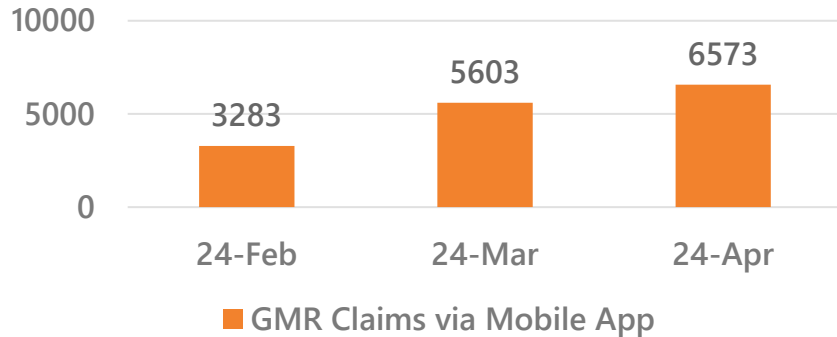
Trip Logs can be found at:
<https://www.mtm-inc.net/wisconsin/members/>



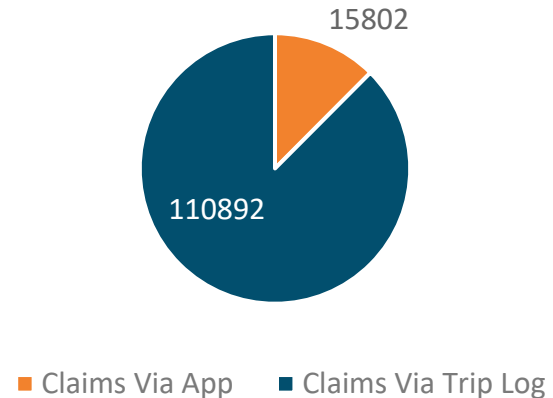
MTM Link: Member App Usage

Over 4,500 members have downloaded the MTM Link Mobile App!

This chart shows growth in the number of gas mileage reimbursement (GMR) claims that have been processed by members using the MTM LINK mobile app.



This pie chart shows GMR claims made via the mobile app compared to claims made through trip log submissions.



For MTM LINK Mobile App technical assistance, please call: **888-597-1189**



Transportation Provider Signage and Communication

Important Safety Reminder:

Transportation Providers are required to:

- Contact members the day before the ride to confirm trip details including pick-up time and location
- Contact the member the day of the ride when they arrive by calling, texting, and/or knocking on the door.

Vehicles must have:

- External signage that identifies the company.
- Internal signage in a location that is visible from the rear seat informing members of the call center service line.

If these steps are not all followed:

- If a driver has not followed these steps, you do not have to get in the vehicle. Do not get into the vehicle if you feel unsafe.
- MTM will take corrective action, including removing drivers and vehicles from service.
- Complaints can be made by calling 866-907-1493 or use the [online form](https://securemtm.formstack.com/forms/member_rider_contact_form) located at:

https://securemtm.formstack.com/forms/member_rider_contact_form

Highlighted Discussion Topic

Feedback and Questions



MTM Program Update





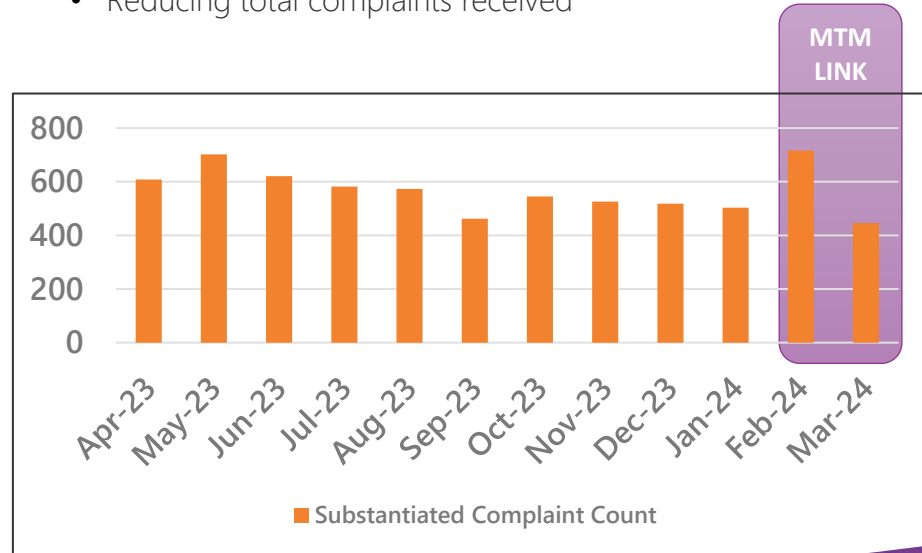
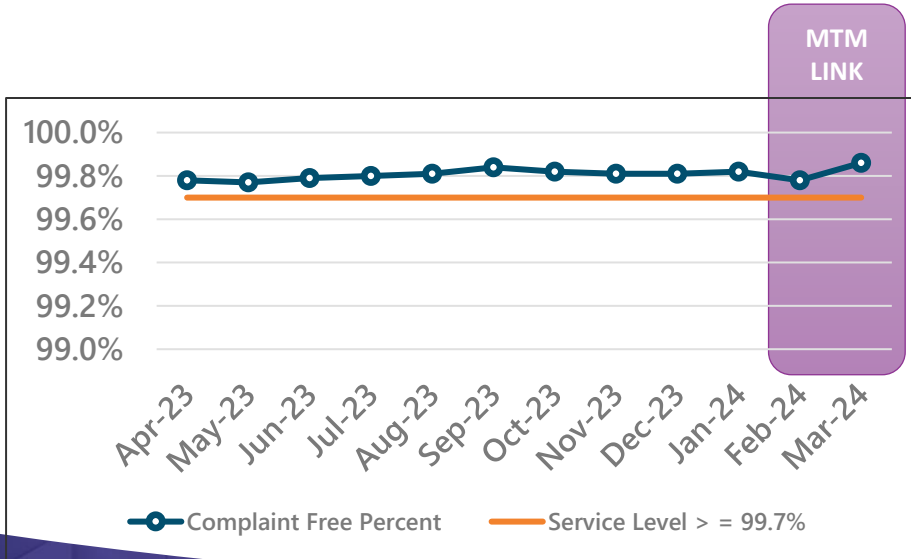
Quality Assurance: Substantiated Complaints

Notable Q1 Achievements:

- Reduced overall complaints
- 5% reduction in unsuccessful trip complaints
- 98% of complaints resolved within 30 days

Q2 Focus Areas:

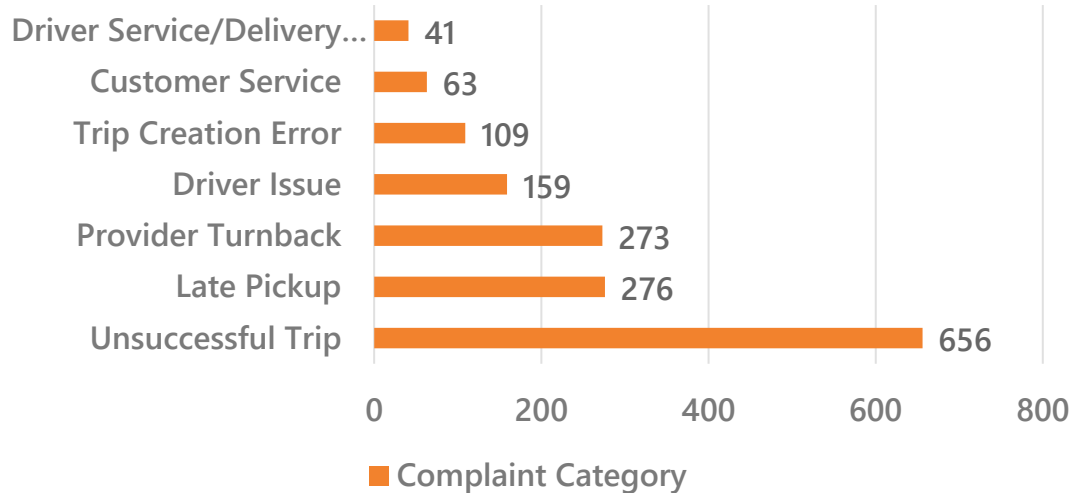
- Performing root cause analysis and on repeat complaint situations to implement long term solutions
- Reducing total complaints received





Quality Assurance: Substantiated Complaints by Category

Complaints by Category Q1 2024



Examples

Driver Service/Delivery Area: Driver did not assist member; driver did not follow instructions

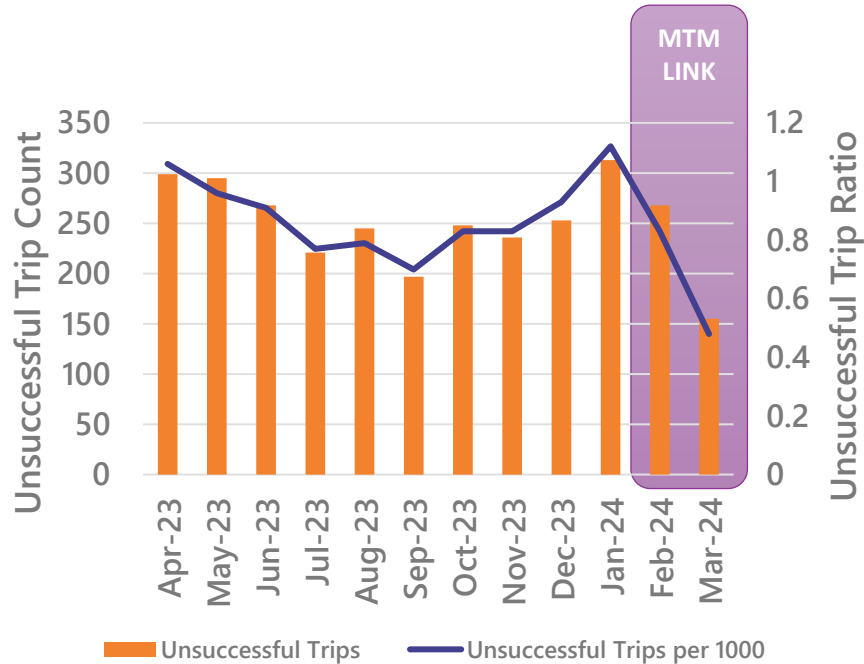
Customer Service: Call center agent issue

Driver Issue: Driver appearance; driver was rude

Provider Turnback: Provider turned trip back last minute



Unsuccessful Trips: Program Level



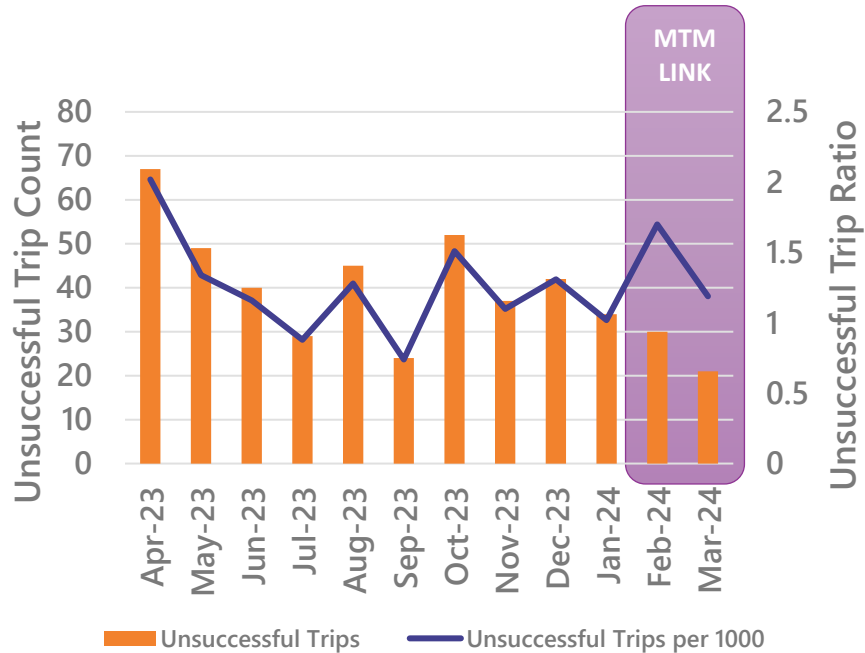
The unsuccessful trip trends is the key indicator of network adequacy and quality.

- January results impacted by weather.
- February impacted by transition to MTM LINK.
- March results reflect a settled transition.

MTM LINK features are increasing network consistency, which provides the foundation for a successful trip.



Unsuccessful Trips: Critical Care Trip Level



Critical Care trip types: Dialysis, Cancer treatment (including Chemotherapy), Hospital services, and Dental.

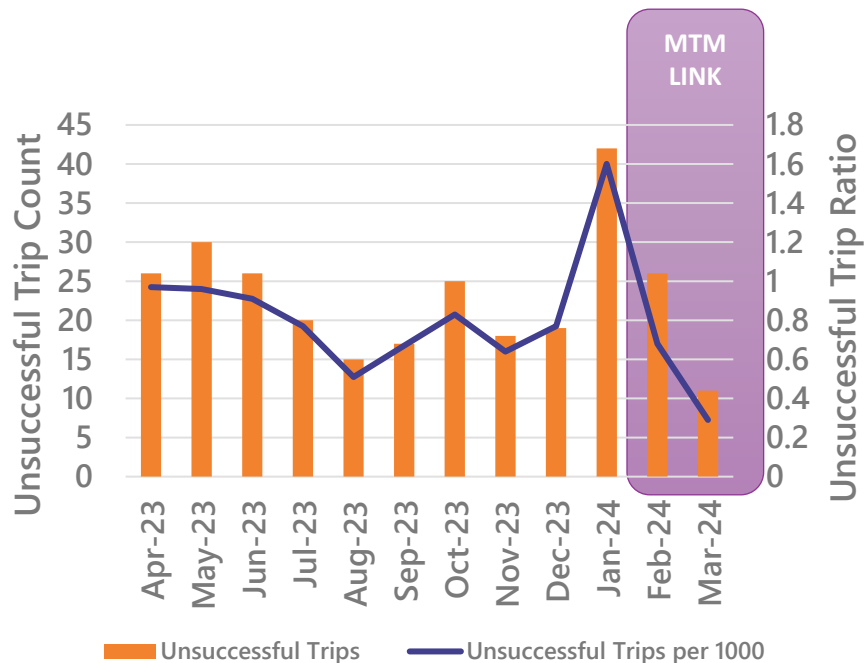
The Critical Care management team works directly with members when complaints and trip disruptions occur.

Consistent providers is the foundation of this team's strategy.

When performance problems are observed, this team works to make a permanent change to a new consistent provider.



Unsuccessful Trips: Minor Trip Level



Minor Members: Any member under the age of 18.

Templating is a feature in MTM LINK that facilitates consistent transportation provider assignments.

VEYO technology had a similar feature, but the templating process is more effective for a program like Wisconsin DHS and is a natural fit for minor day treatment / behavioral health programs.

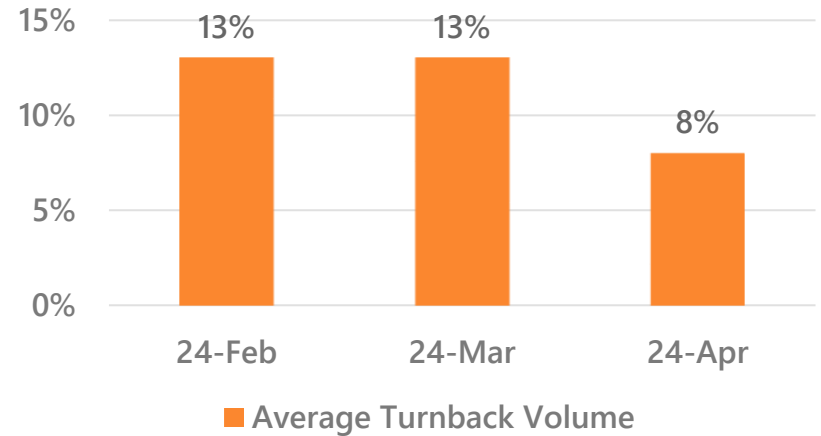
The promising drop in unsuccessful trips in March can be attributed to the minor member management team's focus, and their utilization of the templating functionality.



Transportation Provider Network: Transportation Provider Turnbacks

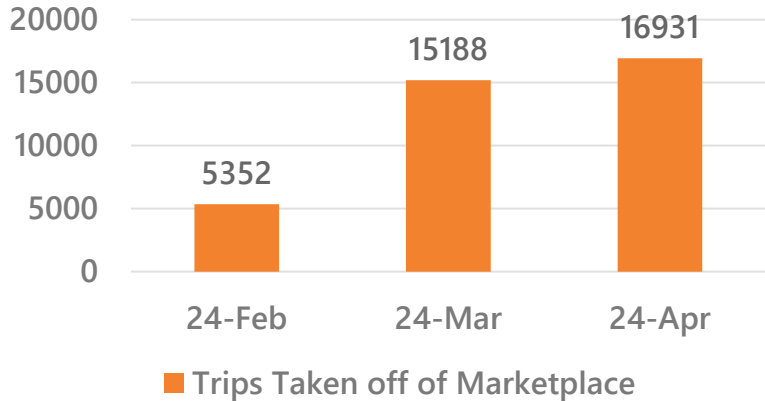
A turnback is when a transportation provider sends a trip back to MTM via MTM Link because they cannot complete it, and MTM must dispatch the trip to another provider.

Reducing turnbacks is a key indicator of improvement in the transportation provider network and an efficiency in the trip assignment process.





Transportation Provider Network: Marketplace



Marketplace is a feature of MTM LINK that allows transportation providers to view and accept additional trips. Transportation providers with a high success rate (low complaints, few turnbacks) receive access to Marketplace.

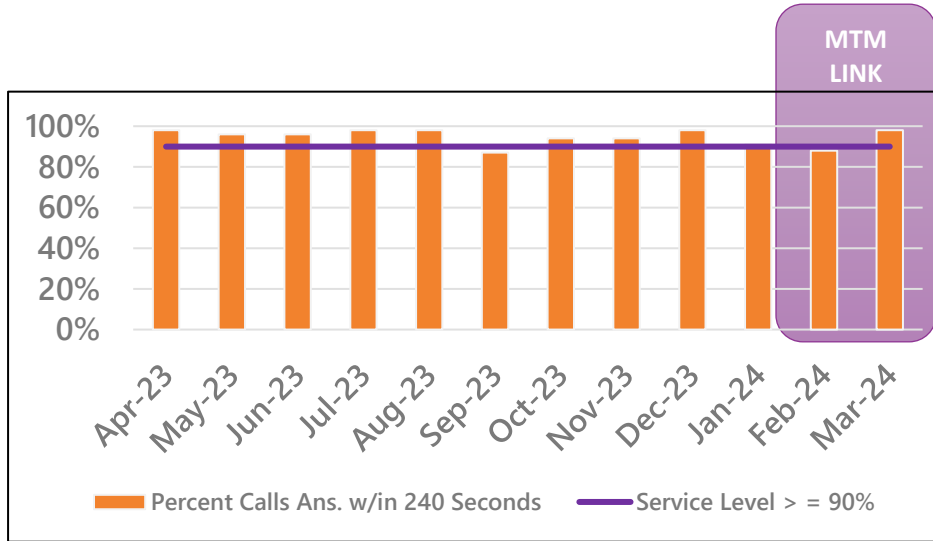
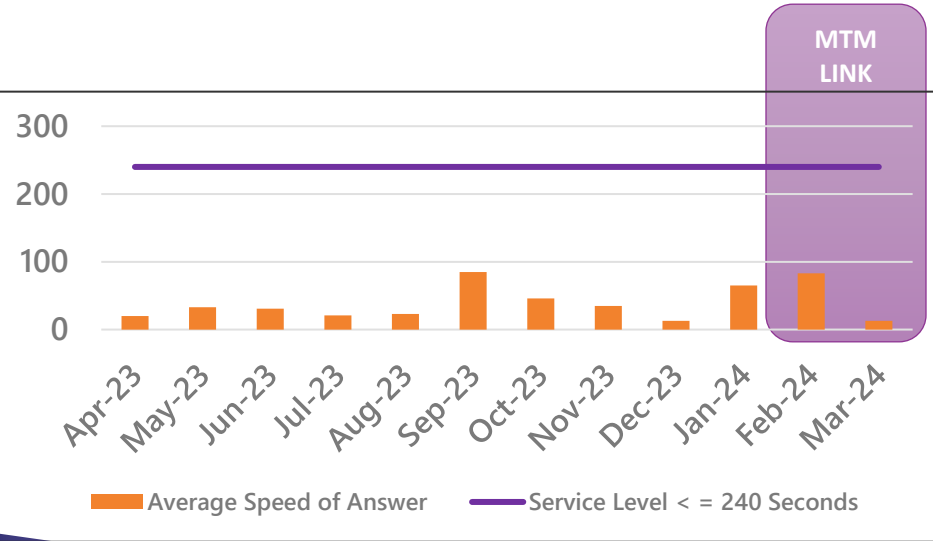
Minor member trips are not available in Marketplace due to the unique requirements for this population. These trips are handled by the Minor Member team.



Call Center: Hold Time Performance

Average speed-of-answer is the average number of seconds members wait on hold to speak with a call center agent. When reviewing Q1, members experienced longer than average hold times in February.

MTM took immediate steps to reduce hold time and achieved 13 seconds average speed of answer in March 2024.

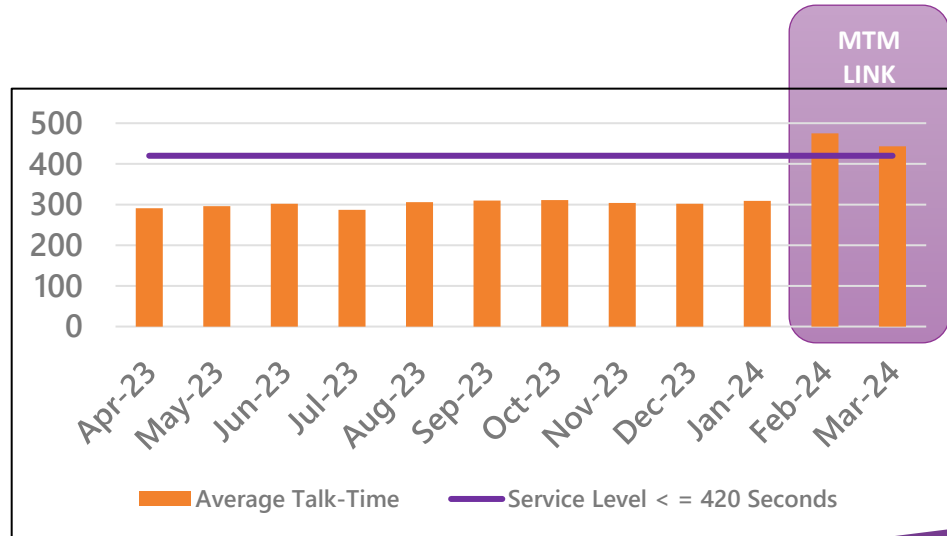
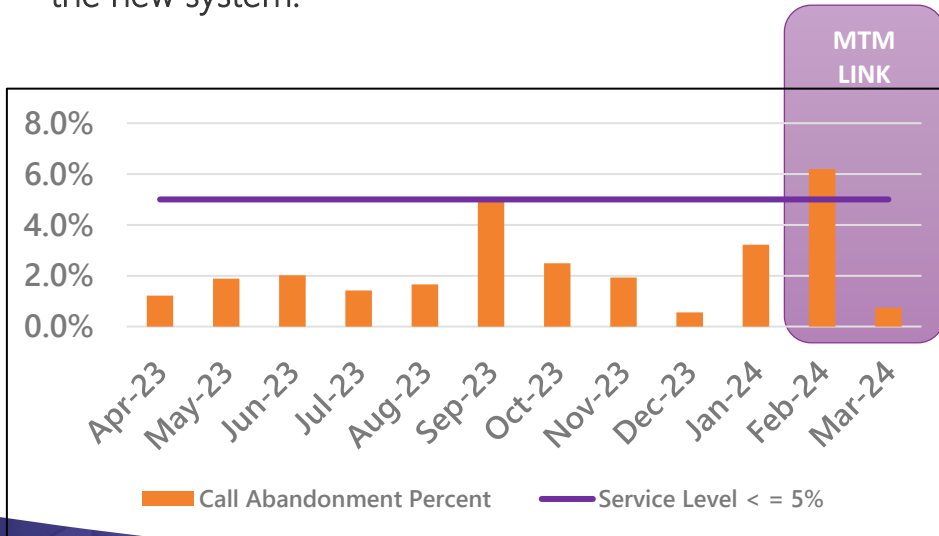




Call Center Service Levels

Call Abandonment Percent represents the portion of calls in which a member hung up before speaking with a live agent. The call center experienced longer hold times in February 2024 which led to more abandoned calls. Results improved in March 2024.

Average Talk-time is the average length of each call (in seconds). Talk-time increased in February as agents learned the new system.



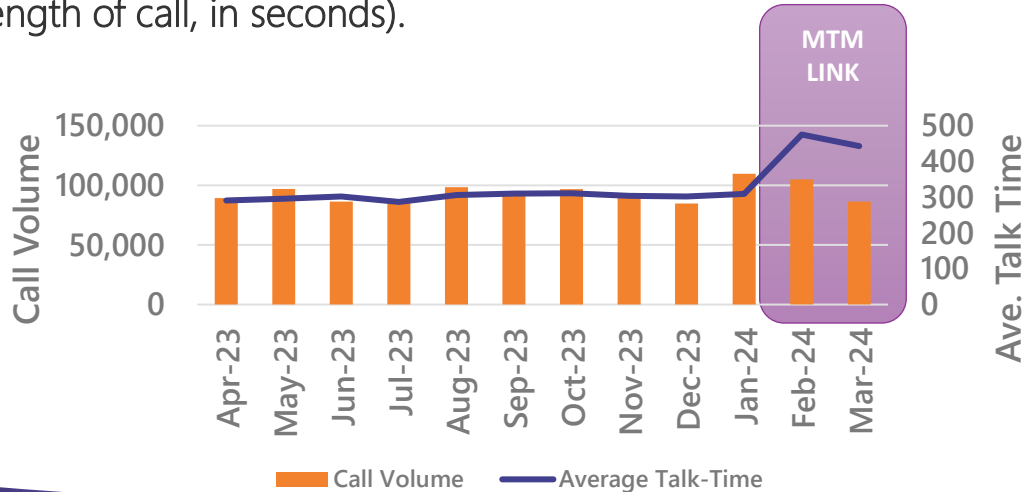


Call Center: First Call Resolution

Call Center Focus - First Call Resolution

MTM's call center is working to make member calls more effective.

- Call center agents have greater access to data and information.
- Agents are using this information to address member questions and needs during the initial call.
- Success with this initiative is measured by decreased call volume compared to any increase in call talk-time (length of call, in seconds).





Education, Training, and Outreach (ETO)

MTM Link Facility Portal

The facility portal is a web-based tool that is designed specifically for healthcare facilities. This tool allows healthcare facility representatives to book trips for members receiving treatment at their location. The portal also provides member trip details regardless of how that trip was scheduled.

Key Focus Items for 2024

- Increasing access to the MTM Facility Portal.
- Train representatives to get the most out of the tool.
- Troubleshoot any problems.



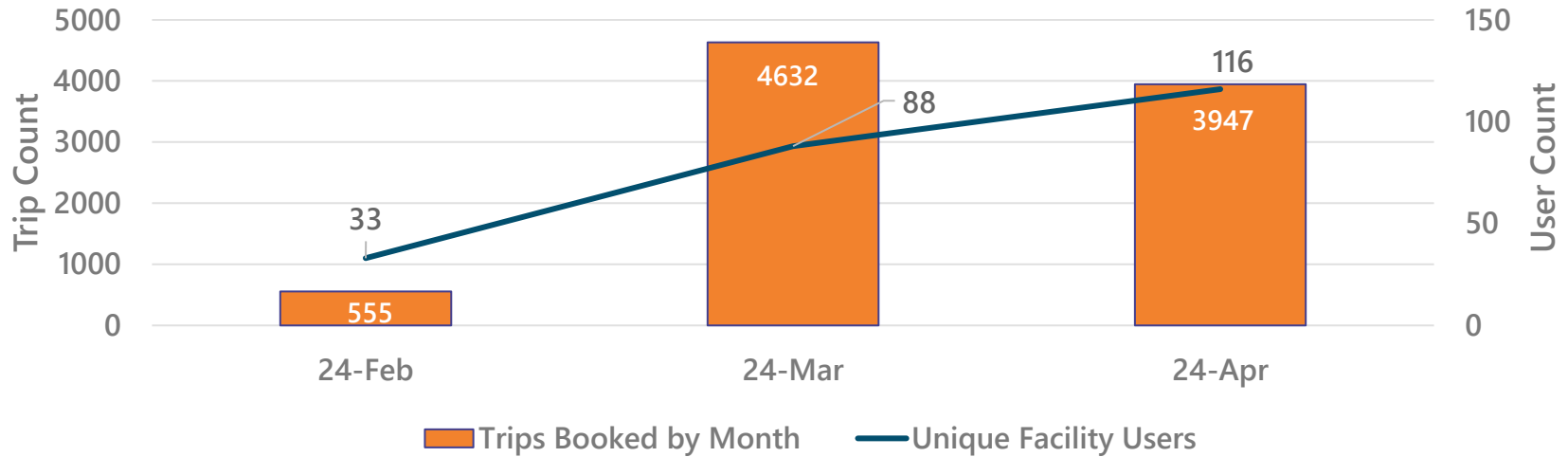
MTM's ETO Core Function

Meeting with facilities and organizations to collaborate in support of members. During these meetings, ETO shares resources and information about the NEMT program, including: MTM Link Facility Portal, navigating NEMT systems, contact information, and online resources.

If you are interested in scheduling a meeting, training, or receiving educational materials and resources, please reach out to CO-WI@mtm-inc.net.



MTM Link: Facility Portal Usage



MTM Program Update

Feedback and Questions



Appendix





MTM Link: What Changed?

What didn't change?

- **Call Center phone number**
 - 866-907-1493 (TTY: 711)
- **Staff who operate WI NEMT program**
- **NEMT rules and protocols**
- **Transportation modes**
 - Sedan, bus, wheelchair lift, etc.
- **Transportation companies & drivers**
- **We will continue to accept up-to-date forms with Veyo logo, including:**
 - Level of Need forms
 - Mileage Reimbursement trip logs

What changed?

- **Website Address** (<https://www.mtm-inc.net/wisconsin/>)
 - Veyo website addresses will automatically redirect to the MTM website until February 1, 2025
- **Slight changes to forms and letters**
 - MTM/Veyo co-branding logo: February 1st – April 30, 2024
 - MTM stand-alone logo: May 1st, 2024
- **New MTM Link Facility Portal**
 - For questions or to gain access to the MTM Link Facility Portal contact CO-WI@mtm-inc.net
- **New optional “MTM Link Member” app. Download via App Store or Google Play**
 - Can be used to schedule rides and claim mileage reimbursement
 - Some rides must be scheduled through the call center (e.g., urgent trips)
- **New optional Mileage Reimbursement Method**
 - US Bank Card (debit card)
 - Paper check and direct deposit will continue to be available



MTM Contact Information

Members and Healthcare Providers

- Book Trips or Submit Complaints: 866-907-1493
- Email for Healthcare Providers:
CO-WI@mtm-inc.net

Transportation Providers

Email: providerswi@mtm-inc.net

Website

<https://www.mtm-inc.net/wisconsin/>

Member App

Download the *MTM Link Member App* via Google Play or the App Store



Paul Skoglund – Community Outreach

CO-WI@mtm-inc.net



Que Hatchett – Member Ombuds

636-674-6386



**Jennifer Anderson –
Transportation Ombuds**

608-716-5619

ProvidersWI@mtm-inc.net

Closing Questions and Feedback

Thank You for Attending!

