



MTM | State of Wisconsin Dept. of Health Services

March 06, 2025

Agenda

Program Review Period: 2024

MTM Closing the Loop

- Trip Scheduling – Reference Document
- Gas Mileage Reimbursement – Reference Document

2024 Operations Review

- Quality Assurance, Complaints
- Unsuccessful Trips
- Network Management
- Gas Mileage Reimbursement
- Call Center

Highlighted Discussion Topics

- Complaint Process
- Gas Mileage Reimbursement – Trip Log Best Practices
 - New GMR Outreach Process for Members

Appendix



MTM Closing the Loop



Closing the Loop, Dec 5th TAC Meeting

Reference guides for:

1. Gas Mileage Reimbursement (GMR)
2. Member trip scheduling options

Self Service tool capabilities: *(Will be covered in the June 2025 TAC meeting)*

1. MTM Link Member App
2. MTM Link Facility Portal



Reference Guides

Gas Mileage Reimbursement Reference

How is payment made?

Funds are paid through a reloadable debit card issued by U.S. Bank. This card is called MTM Currency. If you don't yet have a card when you request a GMR trip, MTM Health will request your card for you. Your card packet will come in a plain white envelope. The envelope will have an Indianapolis, Indiana return address. This packet has your card and a delay receiving your funds. The packet will use your card before it is activated. You can through direct deposit (ACH) or a mailed packet.

How do I schedule a GMR trip?

MTM Health must approve the GMR trip by midnight on the day of your trip to schedule mobile app to request your trip. You may appointment, or further in advance if you.

How do I submit a claim for payment?

You can submit a claim in one of two ways:

1. You can complete a paper Trip Log.
2. You can use the MTM Link Member mobile app.

How do I submit a claim using the mobile app?

If you use the app, you do not need to submit to MTM Health. You will receive your payment.

When you begin your trip from your start address, click the "I'm Leaving" button. You must click this button to begin your trip.



MTM Health

Gas Mileage Reimbursement (GMR) User Guide




Do you want freedom in the way you travel? If you, a friend, or a family member can drive you to your appointments, you may qualify for GMR. MTM Health will reimburse you or a driver for driving you to your covered appointments.

When you use GMR, you experience many benefits:

- You have independence and control of your health.
- You receive freedom and flexibility in your travel plans.
- You can plan your appointments at the time that is easiest for you.
- You don't have to wait for a transportation provider to pick you up.
- Friends, relatives, and neighbors can also be paid to take you to your medical appointments.

Member Scheduling Reference

MTM Health | Scheduling Your NEMT Ride



There are several ways to book your rides with MTM Health!

1. You can book your ride online using the MTM Link Member Portal, or via your mobile device using the MTM Link Member mobile app. Visit <https://mtm.linkmember.com/> to create your MTM Link account or log into your existing account.
2. You can call MTM Health at **866-907-1493** to speak with a Representative.
 - Please call at least two business days before your appointment, unless your trip is urgent.
 - If you need bus passes, it is best to call at least seven business days before your scheduled appointment to ensure timely delivery of your passes.
 - We schedule routine and urgent rides 24 hours a day, seven days a week.
3. You can use the web chat feature located at <https://www.mtm-inc.net/wisconsin/> to chat with a live Representative in real time.

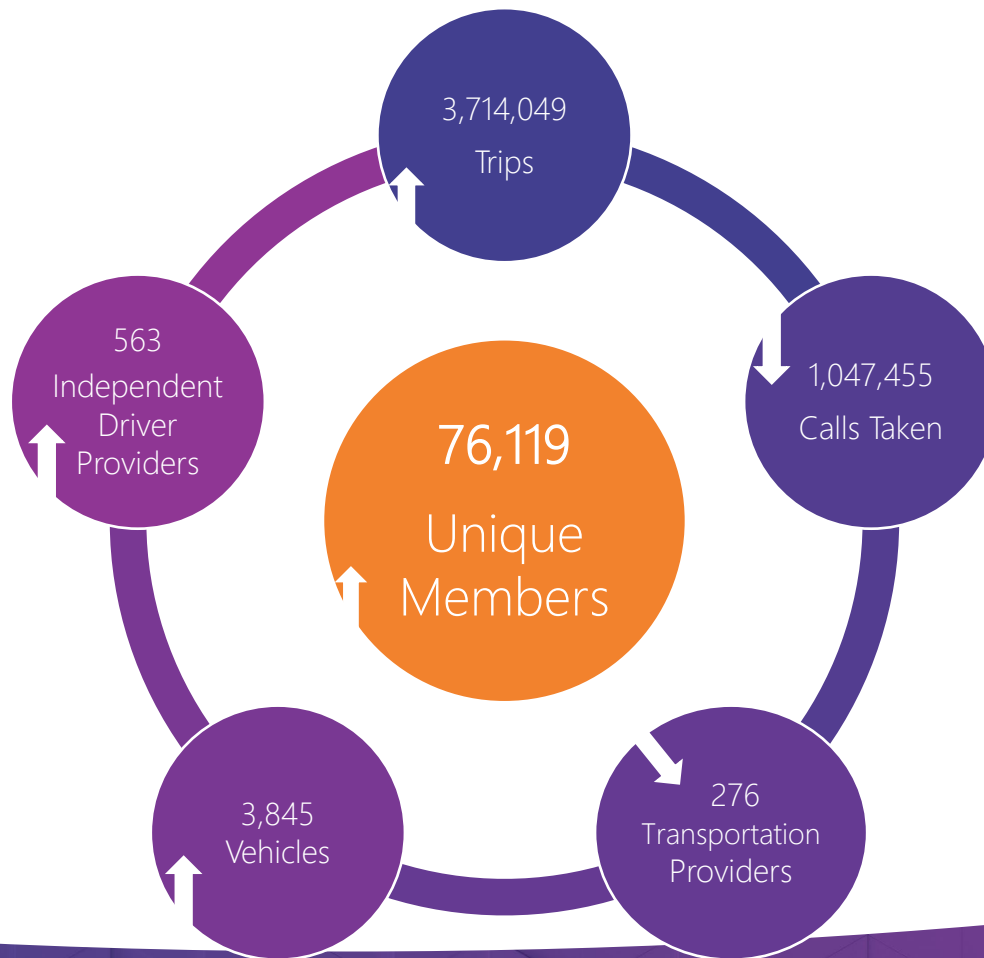
When you book your ride, please be ready to provide:

- Your name, home address, and phone number
- Your ForwardHealth ID (the ten-digit number listed on your ForwardHealth Card)
- The street address and the phone number where you want to be picked up
- The name, phone number, address, and ZIP code of the health care provider you are seeing
- The date and start time of your appointment
- The end time of your appointment, if you know it
- Any special ride needs, including if you need someone to ride with you
- General reasons for the appointment (check-up, eye appointment, etc.)

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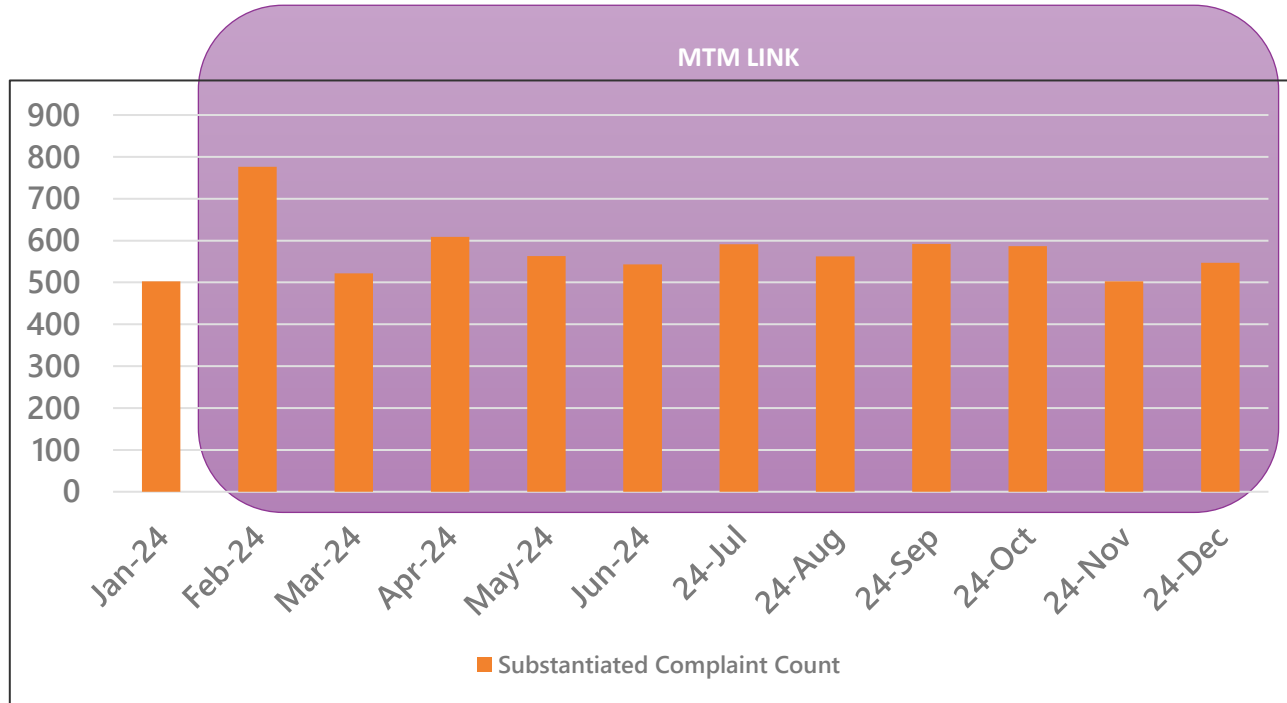


2024 Year in Review



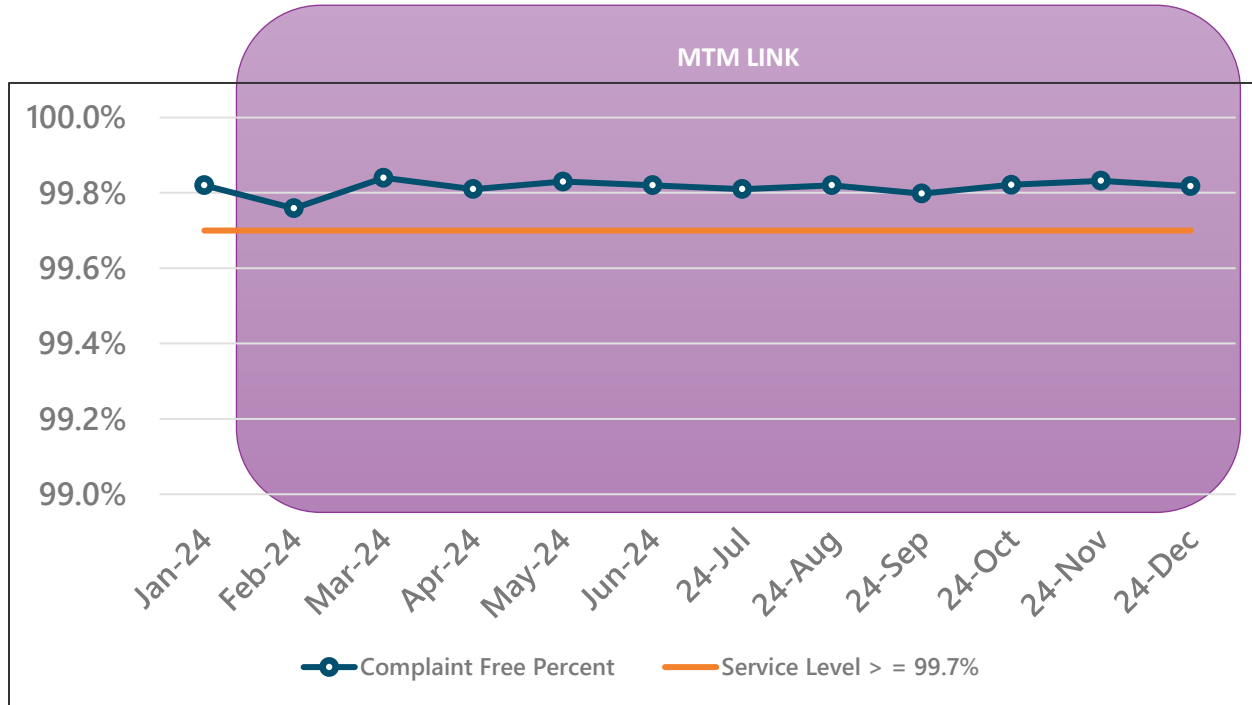


Quality Assurance: Substantiated Complaints



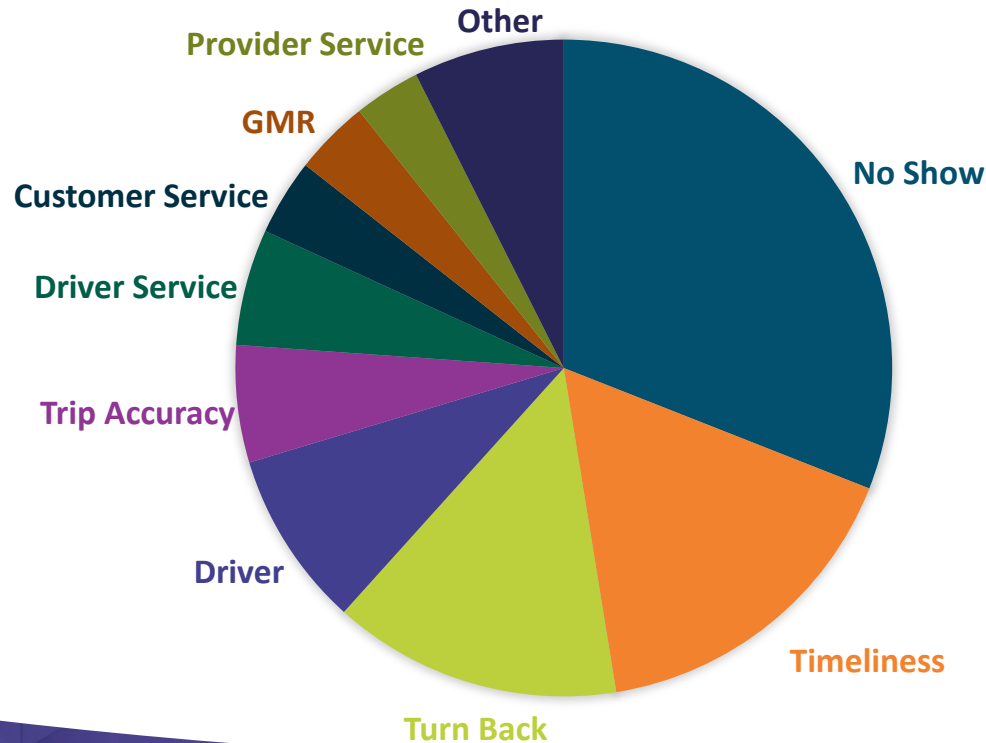


Quality Assurance: Complaint Free Percent





Quality Assurance: Substantiated Complaints by Category

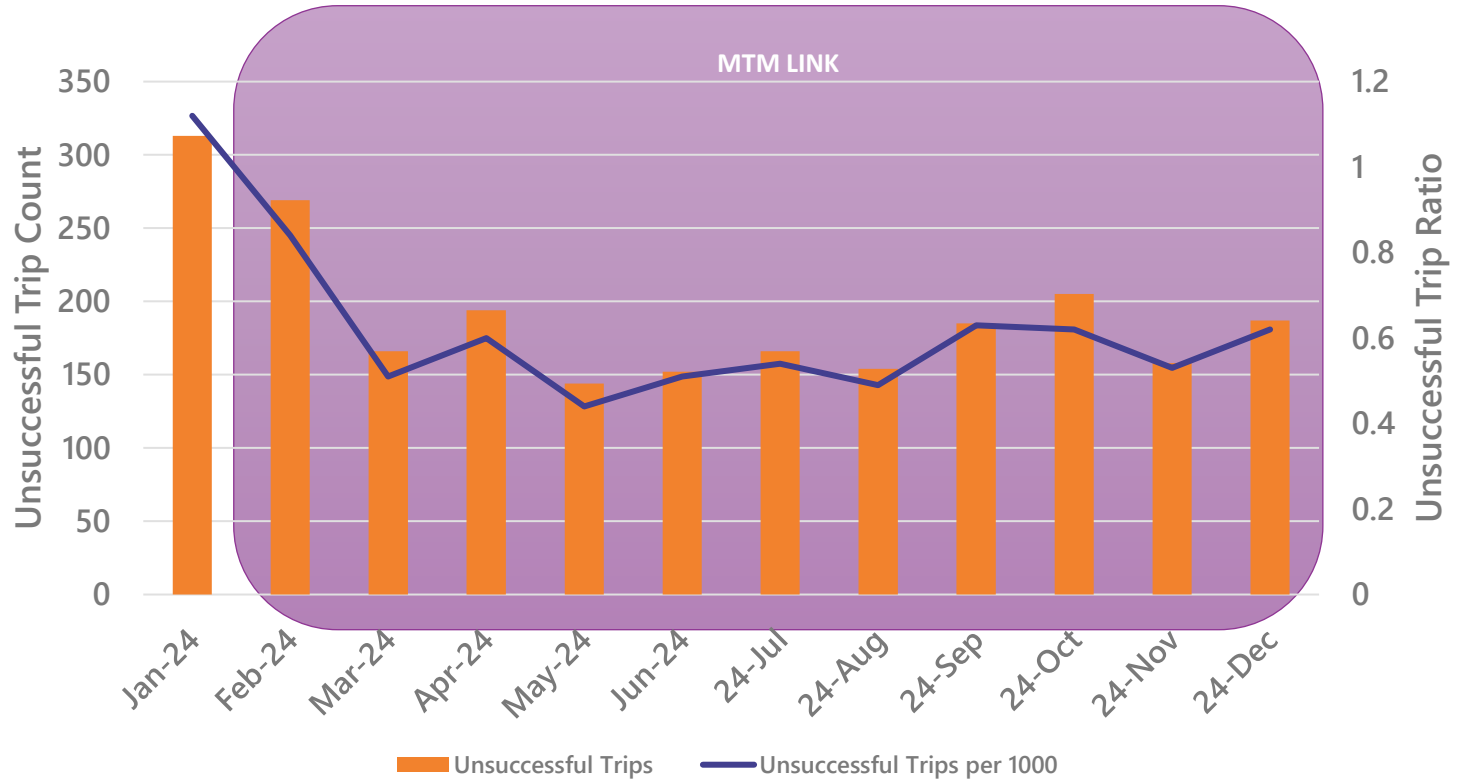


Other Includes:

- Vehicle Issue
- Disagree with process
- Discharge Issue
- Technology Issue
- Mileage Reimbursement Issue
- Safety
- Other

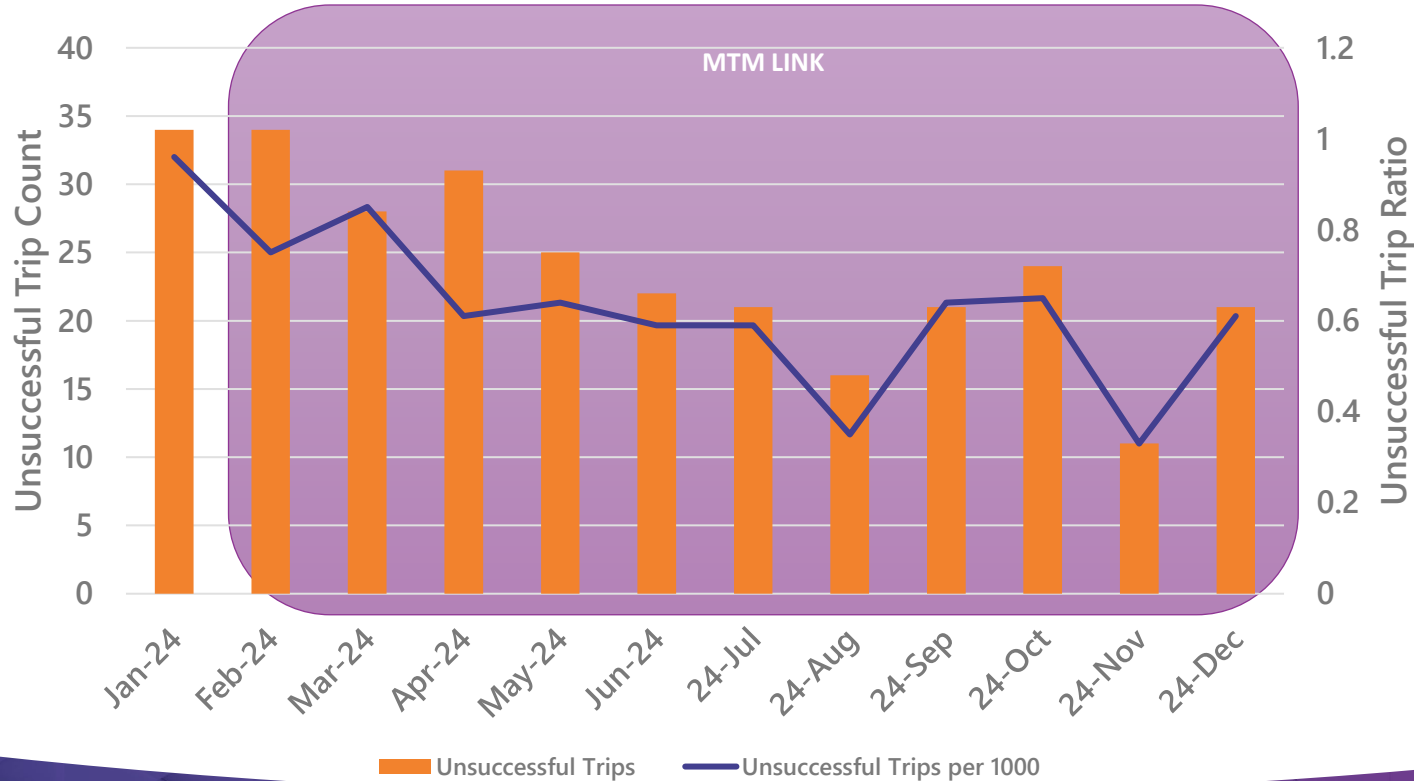


Unsuccessful Trips: Program Level



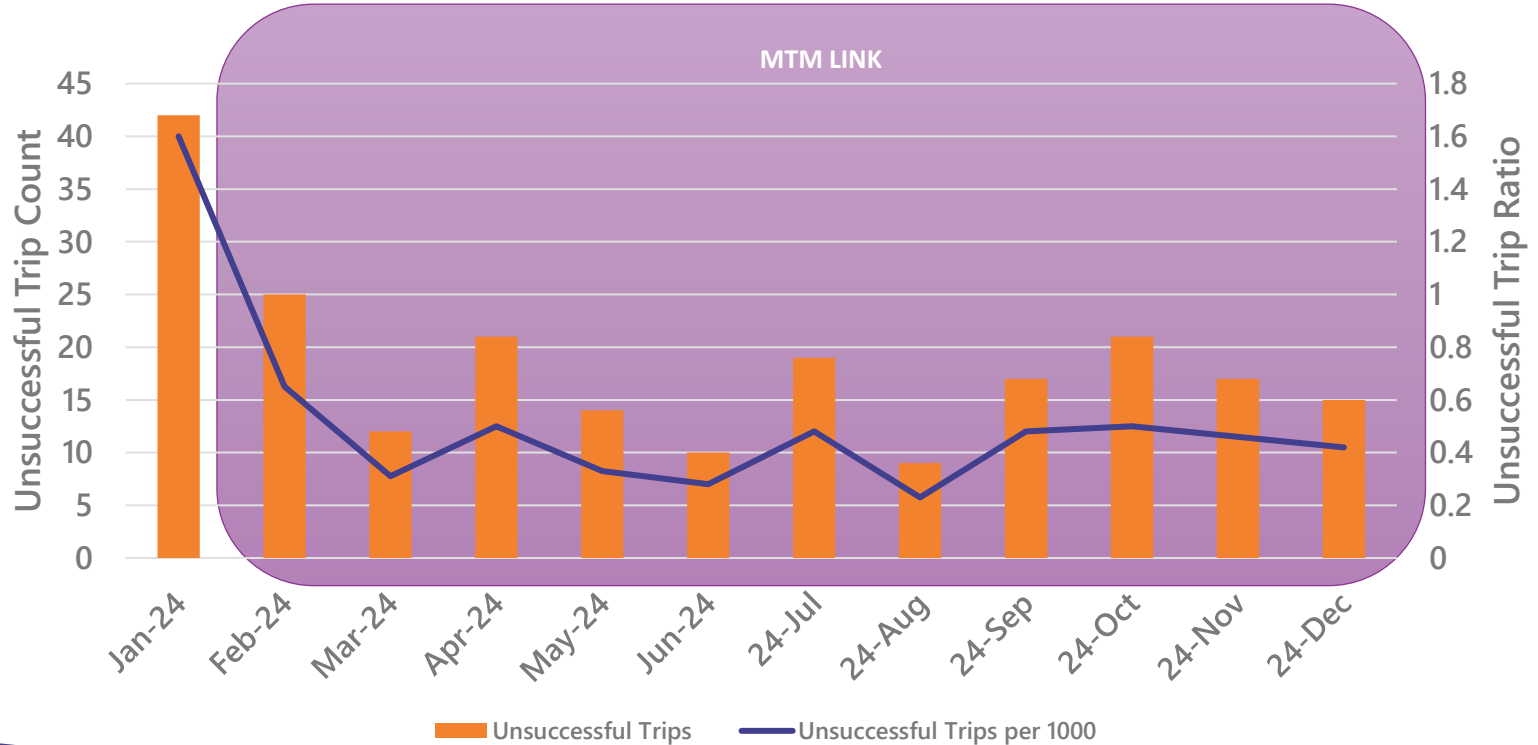


Unsuccessful Trips: Critical Care Trip Level





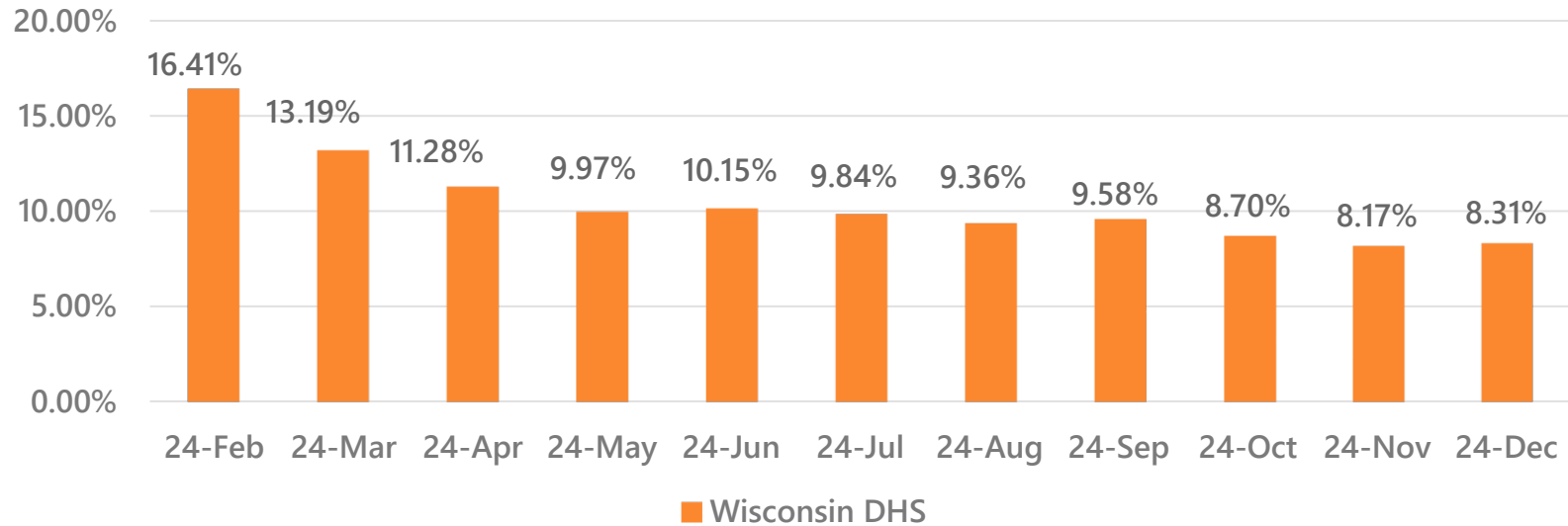
Unsuccessful Trips: Minor Trip Level





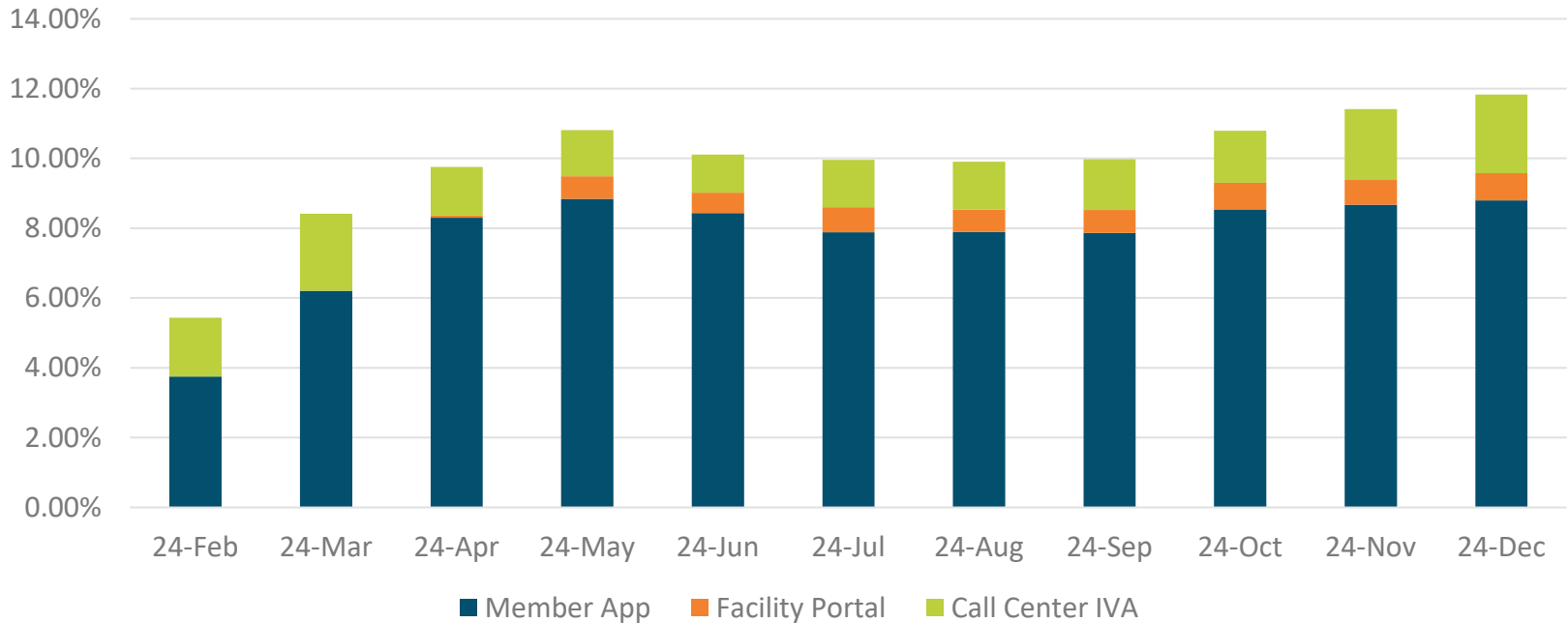
Transportation Provider Turnbacks

Statewide Turnback Percentage



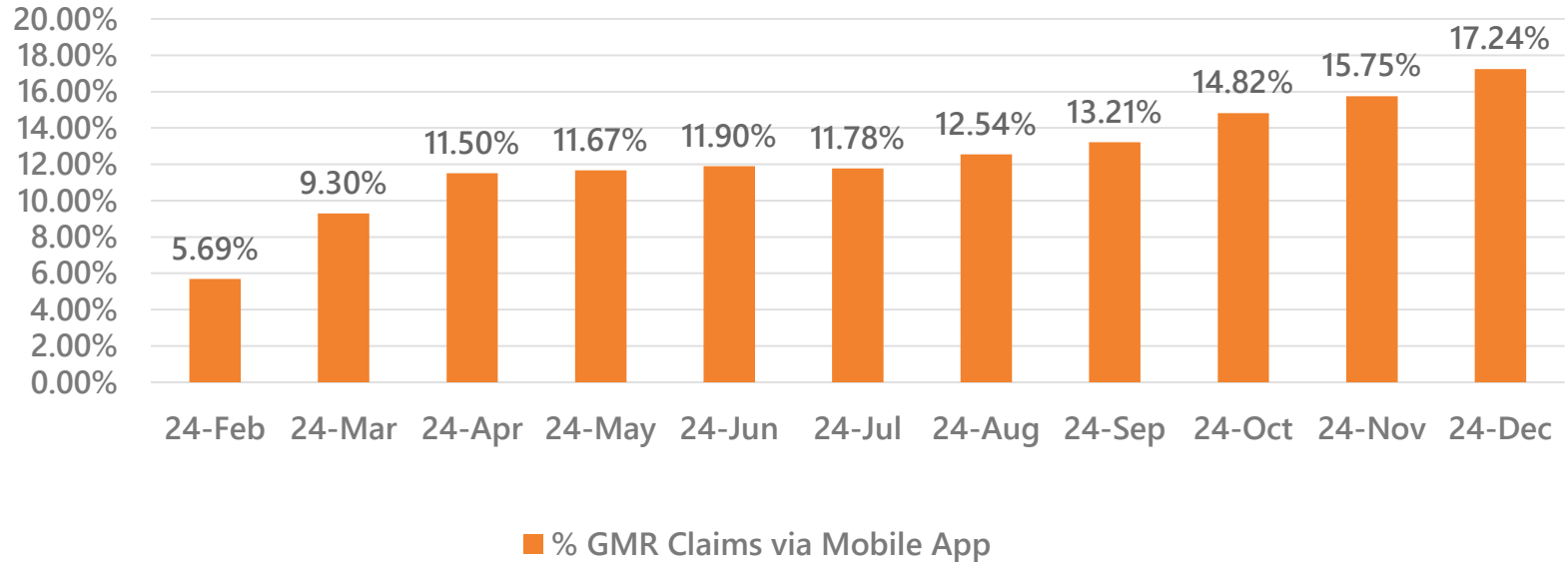


Self Service Options: Trips Booked by Method





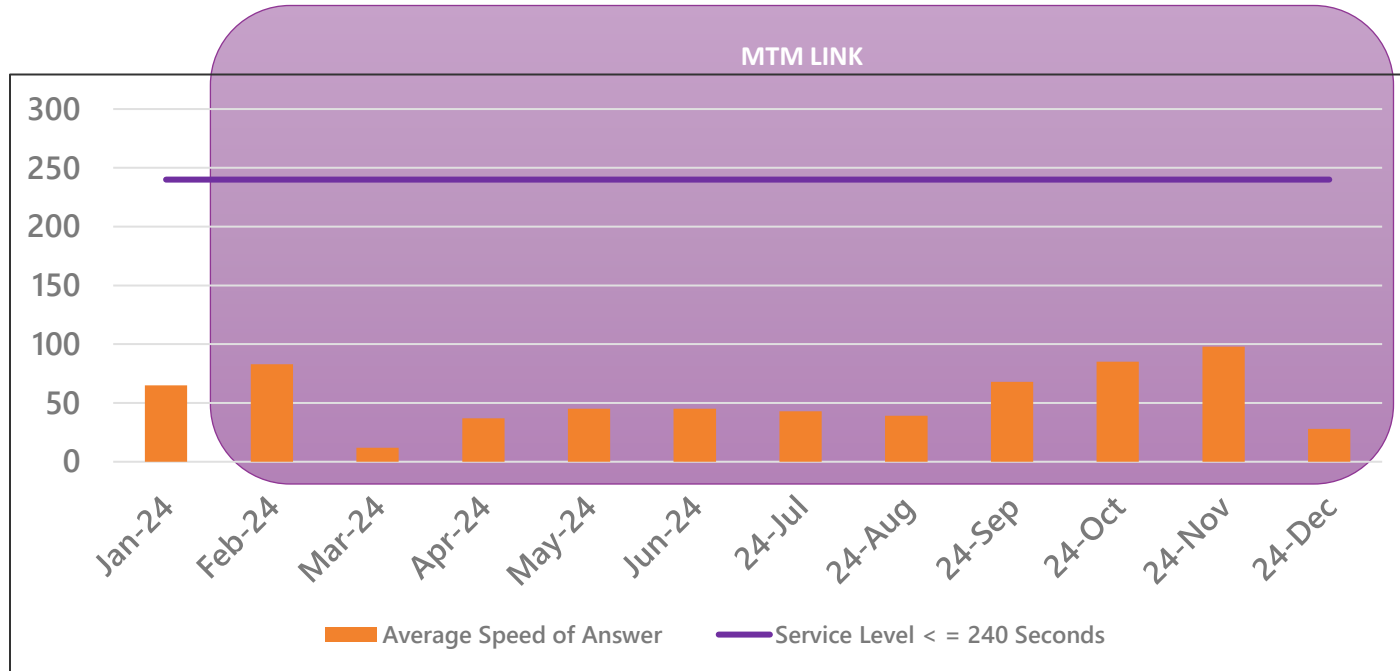
Self Service Options: GMR Claim % Mobile App



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

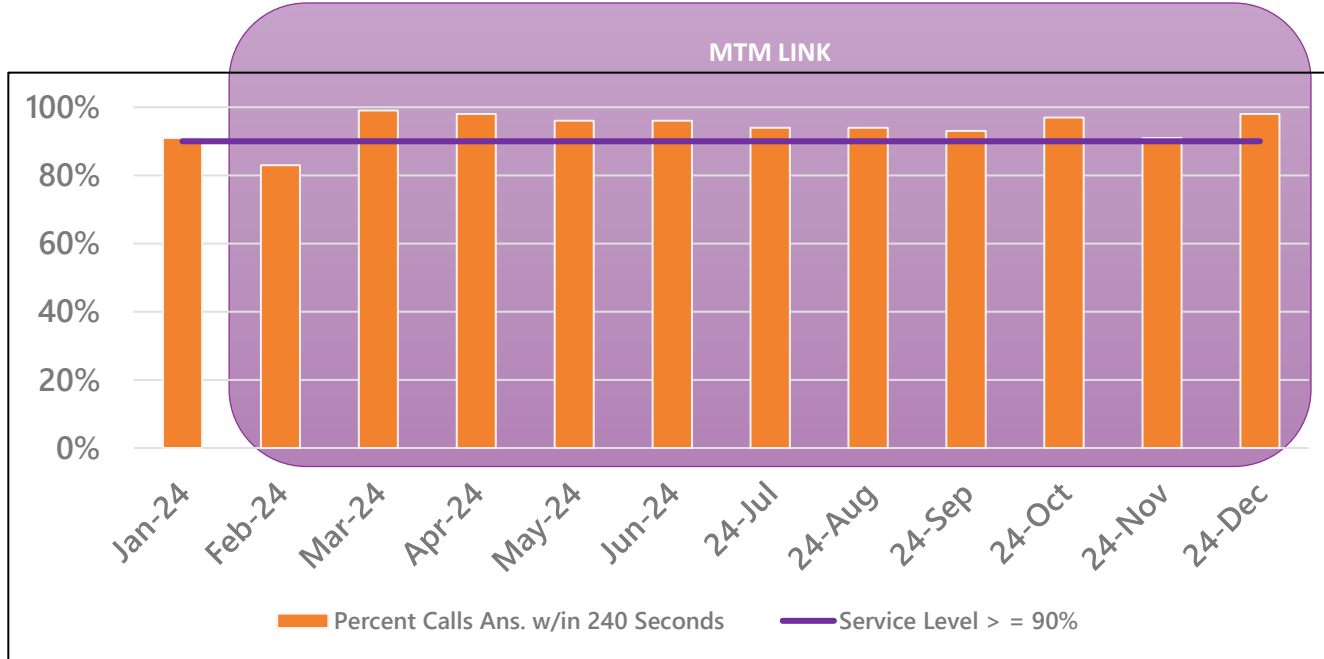


Call Center: Average Speed to Answer in Seconds



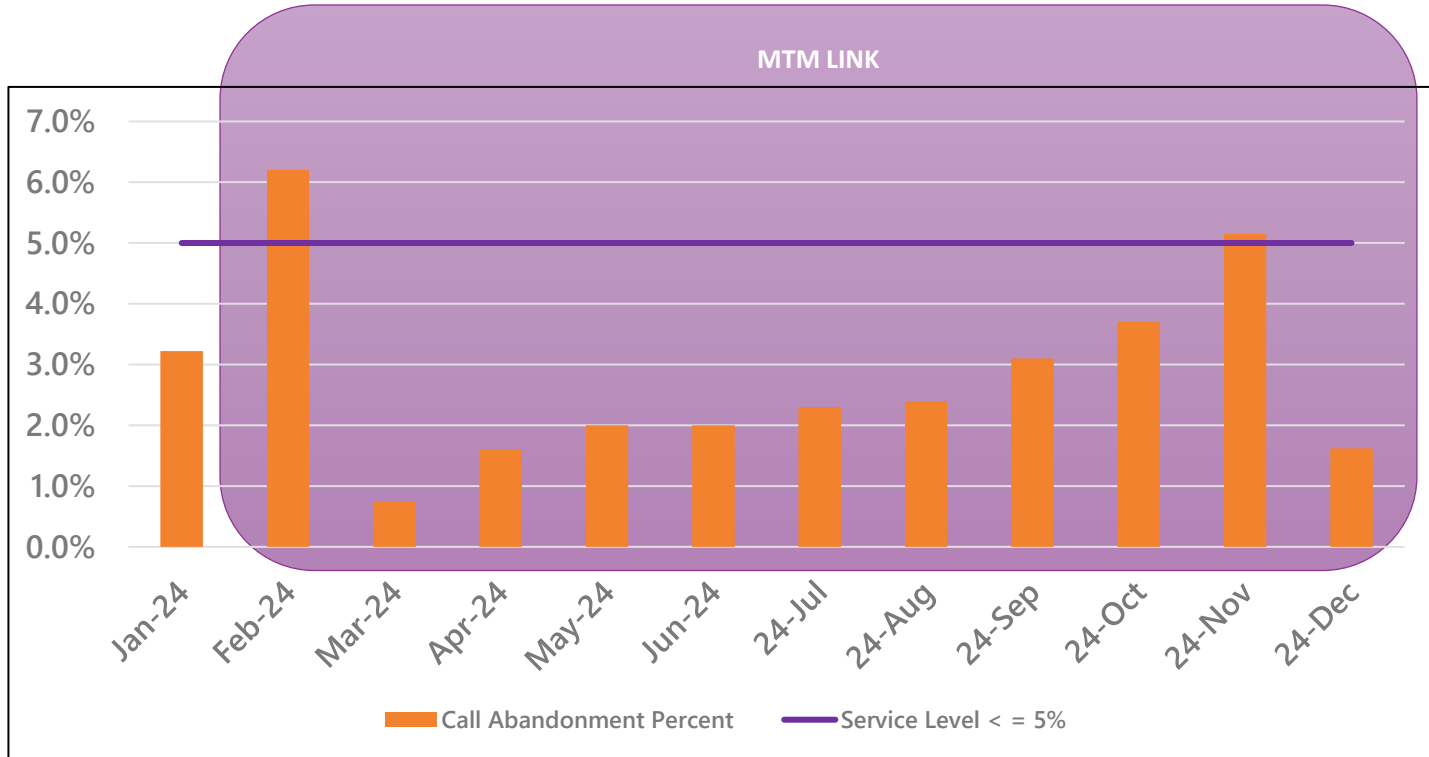


Call Center: Average Speed to Answer in Seconds



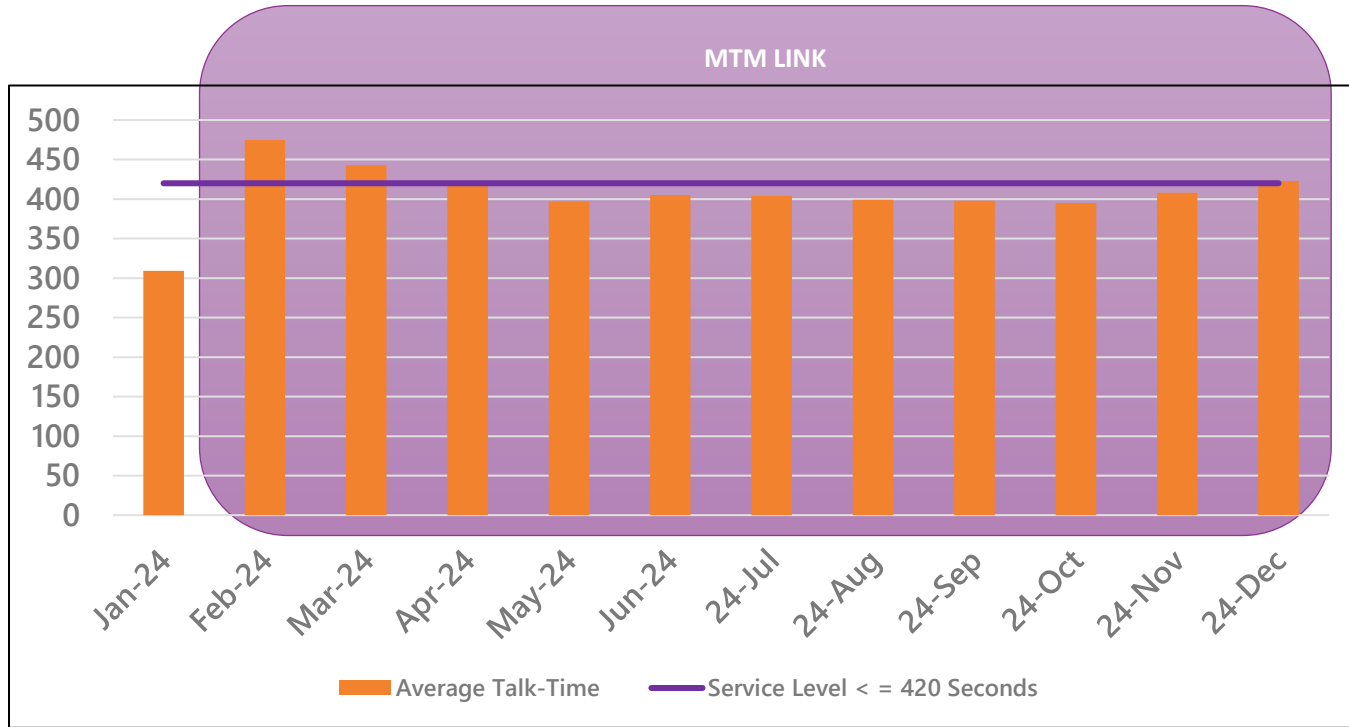


Call Center Service: Call Abandon Percent





Call Center Service: Talk-Time SLA





Year In Review

Feedback and Questions



Highlighted Discussion Topic: Filing Complaints



NEMT Complaint Process





Why would a member file a complaint?

A complaint is an expression of dissatisfaction with the NEMT program.

There is no difference between a *complaint* and a *grievance*.

A complaint can be about many different things.

- A missed or late pick-up
- The condition of the vehicle you rode in
- The behavior of the driver or another passenger
- The courtesy of an MTM agent

Common Complaint Issues

1. Missed trip
2. Late pick-up
3. Turnback issue
4. Driver issue



Who can file complaints?

- Members
- Representatives of members
 - Family member
 - Advocate
 - Caretaker
 - Case Manager/Social Worker
- Healthcare representatives/Facilities



How to File Complaints

Directly with MTM

Call Center: [866-907-1493](tel:866-907-1493)

Online: www.mtm-inc.net/wisconsin

Mail: [MTM Quality Assurance](#)
8383 Greenway Blvd
Suite 400
Middleton, WI 53562

Other ways to file:

Forward Health Member Services:
[800-362-3002](tel:800-362-3002)
memberservices@wisconsin.gov

Wisconsin Department of Health Services:
DHSNEMTInfo@dhs.Wisconsin.gov



How to File Complaints: Call Center

- If a caller needs a translator, they can press # three times, “###”, and a representative will get the caller to a translator.
- Callers may ask to speak with a supervisor at any time to file a complaint.
- Call center staff are trained to recognize and respond to member complaints. Members do not need to use specific language to initiate the complaint process.

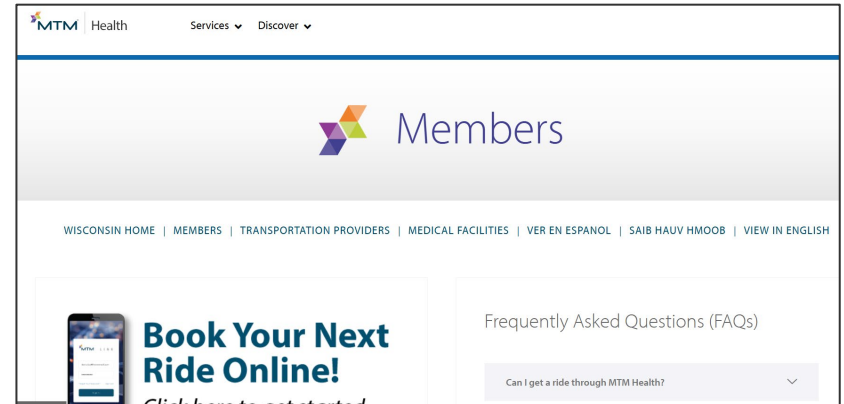


How to File Complaints: Online

There are three locations on the websites that you can file your complaint.

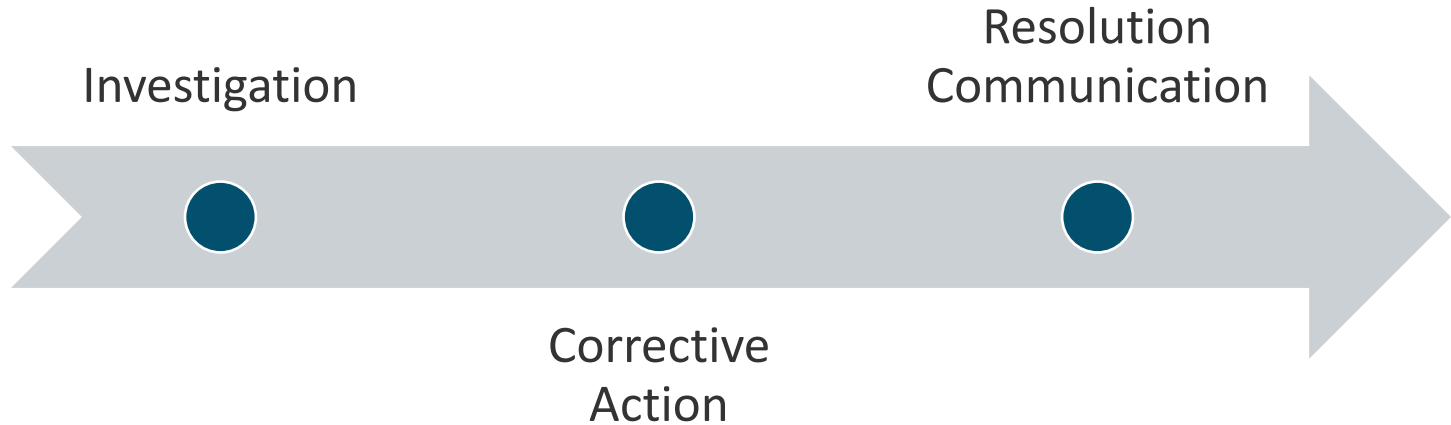
No matter which one you chose, your complaint will be received and addressed.

- www.mtm-inc.net/wisconsin
- www.mtm-inc.net/wisconsin/members/
- www.mtm-inc.net/Wisconsin/facilities/





What to Expect after You File a Complaint





Investigations & Corrective Action

Investigations may include:

- Obtaining statements from:
 - Members
 - Transportation providers
 - Healthcare facilities
- Reviewing phone call recordings
- GPS data analysis

Corrective Actions may include:

- Assisting members with reimbursement requests
- Identifying a more appropriate transportation mode or provider
- MTM agent coaching & discipline
- Transportation provider coaching, retraining, or removal from the network.



Resolution Communication

Resolution Letter: The Member Quality team will provide the member with a complaint resolution within ten (10) business days of the complaint submission.

Update Letter: If a complaint has not been resolved within 10 business days, MTM will provide a complaint update letter at 10 business days.

For any complaints that are unable to be resolved within 10 business days, the Quality Assurance team will send members a letter documenting the complaint resolution within thirty (30)

The member will receive a separate written complaint resolution letter for each complaint issue raised with MTM.



Resolution Letter Example

English: For help to translate or understand this, please call 866-907-1493.
Spanish: Si necesita ayuda para traducir o entender este texto, por favor llame al teléfono 866-907-1493.
Russian: Если вам не всё понятно в этом документе, пожалуйста не забывайте номер 866-907-1493.
Hmong: Yog xav tas kev pob txhais cov ntawb ntawv no kws koj txhais, hu rau 866-907-1493.
Laotian: ດ້ວຍ/ໂຕນາວ ມາ/ນຳ/ນຳ/ນຳ/ນຳ/ນຳ ຈາກ/ຈາກ ຈາກ/ຈາກ 866-907-1493.

02/11/2025

[Redacted]

Dear [Redacted]

Thank you for providing feedback about the services you received through MTM. Your concerns are very important to us. We apologize for any problems you may have experienced. Below is a description of your complaint:

Date of Trip: 02/11/2025
Type of Complaint: TRIP ACCURACY
Date Complaint Received by MTM: 02/10/2025
Tracking Number: [Redacted]
ForwardHealth ID: [Redacted]
Actions Taken:

In summary, the member's complaint is substantiated. The agent that activated the trip, did not schedule the correct date for the trip. As a result, the member did not have a driver for their trip.

The agent's supervisor has been notified of this error, and as a result, the agent has been submitted for coaching on the proper procedures and protocols for managing future trips.

In summary, the member's complaint is substantiated. The agent that activated the trip, did not schedule the correct date for the trip. As a result, the member did not have a driver for their trip.

The agent's supervisor has been notified of this error, and as a result, the agent has been submitted for coaching on the proper procedures and protocols for managing future trips.



Complaint Escalations & Appeals

Members have the right to disagree with MTM's determination and may escalate the dispute through these options:

- Request a second review by calling MTM at 866-907-1493 and asking to speak to the Member Ombuds.
- Contacting Forward Health Members Services at 800-362-3002 or memberservices@wisconsin.gov.
- Requesting a Fair Hearing from the Division of Hearings and Appeals. Members would only request fair hearings for services that have been denied or reduced.



Requesting a Fair Hearing

If your NEMT services have been denied or reduced and you disagree with that decision, you have the right to file an appeal – also called a fair hearing request with the Division of Hearings and Appeals. Although MTM strives to resolve concerns, members do not need to file a complaint prior to requesting a fair hearing.

To request a fair hearing, please contact the Division of Hearings and Appeals (DHA) by:

- Calling the Madison office of DHA at (608) 266-7709
- Writing to:
 - Division of Hearings and Appeals
 - PO Box 7875
 - Madison WI 53707

A woman with long brown hair, wearing a white knit sweater, is smiling and looking towards the camera. She is holding a smartphone in her right hand. The background is a blurred interior of a car, showing the dashboard and steering wheel. A white rectangular box is overlaid on the right side of the image, containing the title text.

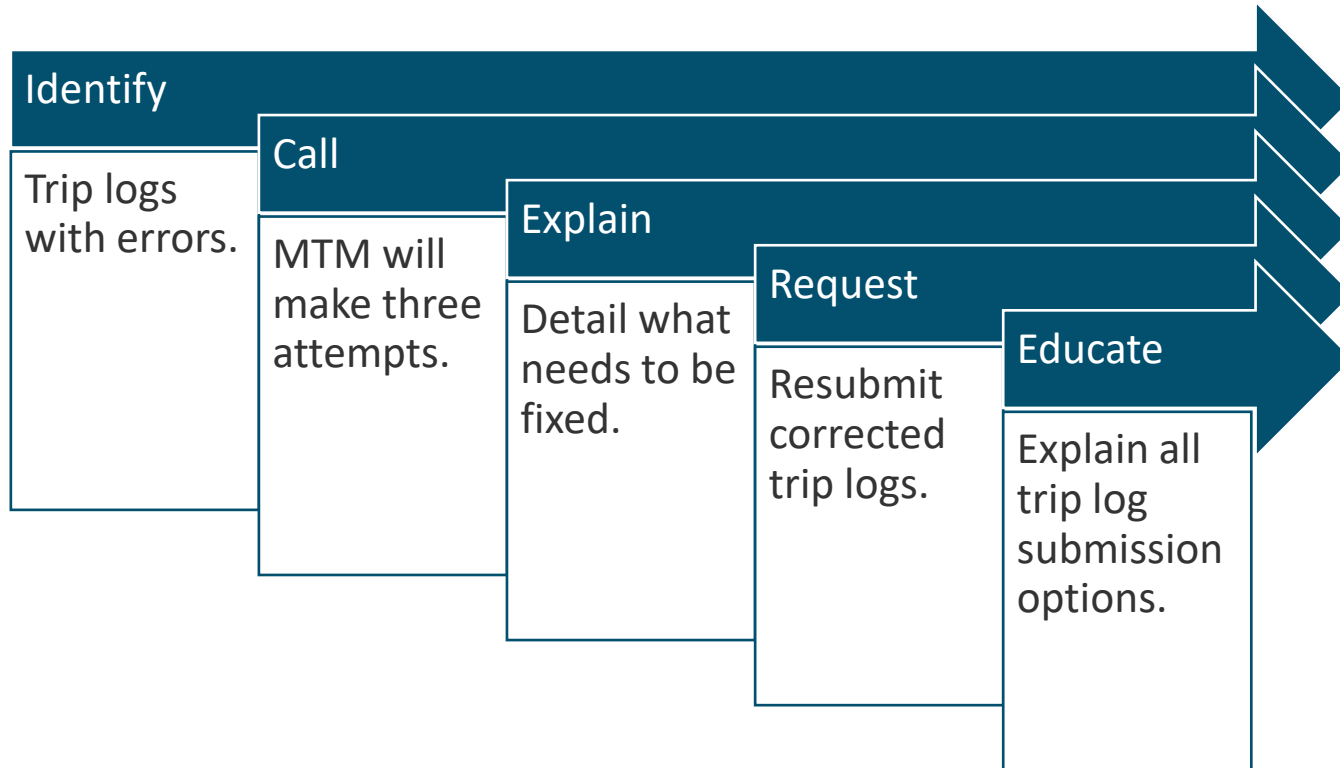
Discussion: Filing Complaints

A woman with dark hair, wearing a blue denim shirt and a lanyard with a Veyo logo, is smiling and talking to an older woman with short, light-colored hair. The older woman is wearing a purple top. The background is slightly blurred, showing what appears to be an office or indoor setting with plants.

Gas Mileage Reimbursement



GMR Outreach – New Process





Gas Mileage Reimbursement Outreach Action Needed

85 - Final
Attempt Made

31 - In process

99 - Successful

210 Total Attempts

When MTM makes outreach:

1. Answer: Take MTM's calls
2. Act: Correct what's incorrect, and resubmit
3. Get reimbursed

**Of the 85 occurrences where contact was not made. Reimbursement is still possible.*

Members with voicemail would have been left a detailed message with instructions for trip log submissions. Or contact the MTM contact center for instructions.



Gas Mileage Reimbursement Forms

Trip logs may be rejected when dates are altered.

1. Erasing and rewriting in pencil
2. Scratching out / rewriting
3. Using white-out

Appointment Date: January 9, 2025 Appointment Time: 10AM
Address where you were picked up: [illegible]

I certify that this patient was seen for a Medicaid covered health service. Signature & Title of Health Care Provider: [illegible]
Appointment Date: 1/10/25
Address where you were picked up: [illegible]

Mileage Reimbursement Form
Appointment Date: 06/23/2024
Address where trip started: [illegible]



Gas Mileage Reimbursement Forms

Other common reasons for rejection:

- Submission prior to appointment
- Submission without healthcare facility signature / stamp

A photograph of two women in conversation. On the left, a woman with dark hair, wearing a blue denim shirt and a black lanyard with a Veyo logo and website, is smiling and looking towards the right. On the right, an older woman with short, light-colored hair is also smiling and looking towards the first woman. The background is softly blurred, showing what appears to be an indoor setting with plants and a window.

Highlighted Discussion Topic

Feedback and Questions



Appendix



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

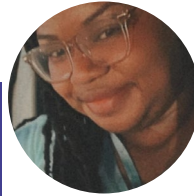
Email: providerswi@mtm-inc.net

Website

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

Member App

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



Jas Blue –
Community Outreach
CO-WI@mtm-inc.net



Shelby Turner –
Travel Trainer
sheturner@mtm-inc.net



Que Hatchett –
Member Ombuds
636-674-6386



Jennifer Anderson –
Transp Ombuds
ProvidersWI@mtm-inc.net



Education, Training, and Outreach (ETO)

MTM Link Facility Portal

The facility portal is a web-based tool that is designed specifically for healthcare facilities.

Key Focus Items for 2025

Increasing access to the MTM Facility Portal.



MTM's ETO Core Function

Meeting with facilities and organizations to collaborate in support of members.

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



Closing Questions and Feedback

Thank You for Attending!