

Non-Emergency Medical Transportation



What are the rules for getting free rides to appointments?

Non-emergency medical transportation is a service that can help you get to health care appointments if you have no other way to get there. This service connects you with free rides on public buses, specialized medical vehicles, or other types of vehicles depending on your needs.

Wisconsin Medicaid and BadgerCare Plus contracts with a transportation manager that schedules and pays for rides to health care services covered by Medicaid and BadgerCare Plus. The current transportation manager for Wisconsin is Medical Transportation Management (MTM), Inc.

➔ If you have a medical emergency, you should call 911.

Member rules

- Schedule a routine ride at least two business days before your appointment.
- Be ready and watch for your ride 15 minutes before your pickup time.
- Provide information about your pickup place and drop-off place and why you need the ride when scheduling a ride.
- Contact the transportation manager as soon as you know that you need to cancel a ride. This includes if you were scheduled to ride the bus or use mileage reimbursement. You should contact the transportation manager at least 24 hours before a scheduled ride, if possible, when you need to cancel your ride.
- Be thoughtful of any other passengers you are sharing your ride with on the trip to your appointment.
- Do not have alcohol, drugs, or weapons in the vehicle.
- Use your seatbelt.
- Bring any travel equipment, such as a wheelchair or a car seat for a child. You are responsible for securing the car seat in the vehicle.
- Do not physically or verbally abuse other passengers or the driver.
- Do not smoke, eat, or drink while in the vehicle.

Driver and attendant rules

- Wear or have an easy-to-read official company ID badge.
- Have the vehicle marked with the company name.
- Do not use or be under the influence of alcohol or drugs.
- Do not smoke around passengers.
- Do not use a cell phone or text while driving unless it is in hands-free mode.
- Do not touch passengers, except when necessary to help them get into or out of the vehicle, secure their seatbelt, or provide first aid or assistance.
- Open the vehicle door for passengers if they ask for your help.
- Help passengers get from the door of where they are picked up to the vehicle and to the main door of where they are going if they ask for your help.
- Help passengers move and store wheelchairs and other medical equipment. However, drivers and attendants are not responsible for passengers' personal items.

Fraud

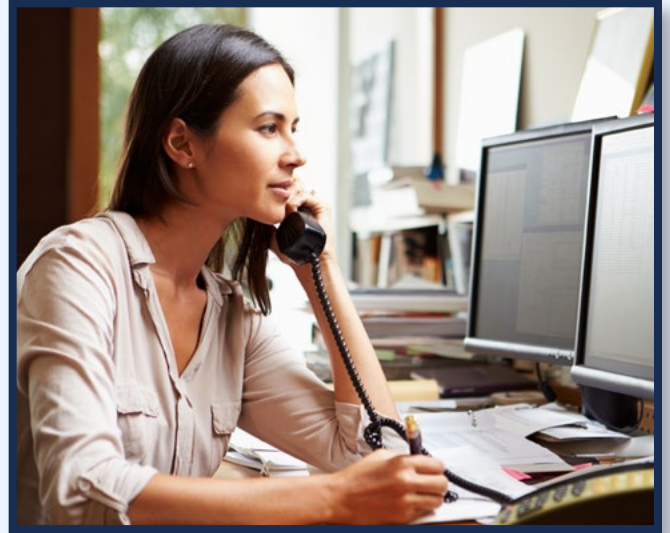
Fraud means getting coverage or payments you know you should not get. It also means helping someone else get coverage or payments you know that person should not get. Anyone who commits fraud can be brought to court.

You may be fined up to \$10,000 and jailed for up to one year in a county jail if you:

- Give false or incomplete information on your application for health care on purpose.
- Do not report a change that causes you to get more benefits than you should.
- Use another person's card to get services for yourself.
- Let someone else use your ForwardHealth card to get health care services or prescription drugs.



If you suspect that a Medicaid or BadgerCare Plus member or a provider, including a transportation provider, has committed or is committing fraud, call the Department of Health Services Inspector General toll free at 877-865-3432 or go online to www.reportfraud.wisconsin.gov.



Learn more

For more information about scheduling rides, meals and lodging, complaints, new rules, denied transportation, or fair hearings:

- Visit www.mtm-inc.net/wisconsin/ or call 866-907-1493 (voice) or 711 (TTY).
- See your ForwardHealth Enrollment and Benefits handbook, P-00079 (dhs.wi.gov/library/collection/p-00079).
- See your Member Updates at dhs.wi.gov/forwardhealth/resources.htm.
- Call Member Services at 800-362-3002.

