



# **DHS Non-Emergency Medical Transportation Presented to the Long Term Care Advisory Council**

March 9, 2021



# Agenda

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- Welcome
- What is Non-Emergency Medical Transportation (NEMT)?
- History of NEMT Management Model
- DHS Goals for NEMT
- Who is Eligible?
- Miscellaneous Policies



## Agenda (cont.)

- The DHS NEMT Manager, MTM Inc.
- Scheduling NEMT
- Complaints and Escalation Process
- Statistical Information
- Resources



## What is NEMT?

- A public transportation and shared ride service that provides Medicaid and BadgerCare Plus members rides to covered services.
- Rides can include public transportation, specialized medical vehicles, or other types of vehicles depending on medical and transportation need.



# History of NEMT Management Model

- NEMT management model approved in 2010 with bipartisan support
- DHS implemented first transportation manager, LogistiCare, July 1, 2011
- SE HMO members September 1, 2012
- Statewide contract with MTM Inc. August 1, 2013
- New RFP posted 2019



## DHS NEMT Goals

- Ensure that Wisconsin Medicaid and BadgerCare Plus members have reasonable and timely access to transportation to covered services
- Ensure that Medicaid and BadgerCare Plus members use the most appropriate and economical mode of transportation



## DHS NEMT Goals (cont.)

- Eliminate waste, fraud, and abuse in Medicaid and BadgerCare Plus transportation
- Increase overall efficiency within the Medicaid and BadgerCare Plus non-emergency medical transportation program
- Collect and report transportation data to enable the Department to more closely manage this benefit



## Who is Eligible for NEMT?

- Wisconsin Medicaid or BadgerCare Plus members in the following plans who have no other way to get to their appointment are eligible for NEMT:
  - Family Planning Only Services
  - BadgerCare Plus Standard Plan
  - BadgerCare Plus Express Enrollment
  - Tuberculosis-Related Services Only Benefit.
  - Wisconsin Medicaid (including IRIS)





## Members Excluded from the NEMT Manager

- Members in a nursing home that have not elected Hospice
- Members enrolled in Family Care, Family Care Partnership, or the Program of All-Inclusive Care for the Elderly (PACE)



# Miscellaneous Policies

- Allowed Escorts
  - A medically required escort, such as a family member or friend
  - A parent/caregiver if the member is a minor
- Meals and Lodging
  - Meals and lodging are covered if a member's trip meets certain criteria



## NEMT Manager

- Medical Transportation Management, Inc. (MTM) is the Wisconsin Medicaid and BadgerCare Plus NEMT manager.
- MTM schedules and pays for rides to covered Medicaid and BadgerCare Plus appointments if members have no other way to get a ride.



## Scheduling NEMT

- Members or their representative call the 800 number for the NEMT manager to request transportation. Online option available.
- Rides for routine appointments must be scheduled at least two business days in advance.
- Rides to urgent appointments will be provided in three hours or less.



## Scheduling NEMT (cont.)

- Rides for regularly scheduled appointments can be scheduled up to three to six months at a time.
- If a return ride has not been scheduled in advance of the trip, members or their representative can call the “Where’s My Ride” number, and a ride will be available within one hour.



# Complaints

## WHY WOULD I FILE A COMPLAINT?

- Incorrect trip times or dates
- MTM, Inc. did not secure transportation
- Ride is late or fails to show up
- Vehicle quality and/or appearance

## HOW CAN I FILE A COMPLAINT?

- Phone: We Care Line 866.436.0457
- Online: [www.mtm-inc.net/wisconsin/](http://www.mtm-inc.net/wisconsin/)
- Mail: Quality Management, 5117 W Terrace Dr. Suite 400 Madison, WI 53718



# Quality Escalation Process

QUALITY SERVICE  
COORDINATOR

MTM OMBUDSMAN

WI MEDICAID &  
BADGERCARE  
PLUS  
TRANSPORTATION  
ADVOCATE



# Wisconsin – Member Information

	2018	2019	2020*
Enrollment	11.7 million	11.6 million	10.6 million
Members Served	340K	332K	216K
Utilization Rate	37%	36%	28%





# Wisconsin - Utilization

	2018	2019	2020*
Advanced Life Support	3.6K	3.1K	2.6K
Ambulatory	2 million	2 million	1.5 million
Basic Life Support	2 million	3 million	1.8 million
Mileage Reimbursement	1.2 million	1.2 million	950K
Mass Transit	522K	458K	266K
Stretcher	13K	12K	11K
Wheelchair	70K	58K	42K
Completed Legs	3.9 Million	3.8 Million	2.7 Million



# NEMT Member Resources

- DHS NEMT Member web page:  
<https://www.dhs.wisconsin.gov/nemt/index.htm>
  - Updates
  - Fact Sheets
  - Videos
  - MTM Inc. website:  
<https://www.mtm-inc.net/wisconsin/>



**Thank You!**

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